

*Happy New Year!*



## Meet the new Learning Resources Consultant

I am thrilled to join The Ottawa Hospital team as the new Learning Resources Consultant in the Centre for Nursing Excellence. My previous work experience includes working as a clinical nurse in a Hematology/Oncology ward at The Royal Victoria Hospital site of the McGill University Health Centre (MUHC) in



Anne Gilchrist

Montreal. I also taught Nursing at McGill for three years as a Faculty Lecturer. I lived in Bangladesh for a year where I helped to open a school. I even lived in a Homeless Shelter in Montreal as a live-in volunteer.

I will be at your service in the Centre for four days per week: two days at the Civic Campus and two days at the General Campus. I can assist you with...

- ▶ **Research Projects:** Literature searches, Article retrieval, help with publications
- ▶ **Computer Skills:** One-on-one computer lessons including: Power Point Presentations, Word, Excel, Internet use, etc.

- ▶ **Career Counseling:** Advice about pursuing a higher degree (Bachelor's, Master's, or PhD); Help with writing your resume; Help with job interview skills.

I think that the Centre for Nursing Excellence provides an excellent opportunity for nurses to upgrade their skills and advance their careers. Not every hospital has such a resource... you should take advantage of this wonderful opportunity!

Sincerely,

Anne Gilchrist, RN, MSc(A)  
Ext. 16897 or Ext. 73204

[agilchrist@ottawahospital.on.ca](mailto:agilchrist@ottawahospital.on.ca)

### Inside this issue...

- ▶ Recognition Event 2003
- ▶ Workgroup updates
- ▶ TOH Nurse in Saudi Arabia

#### Model of Nursing Clinical Practice Work Group

- ▶ Ginette Rodger • [grodger@ottawahospital.on.ca](mailto:grodger@ottawahospital.on.ca)

#### Communication Work Group

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- ▶ Valerie Wilkie • Ext. 16235
- ▶ Donna Leafloor • Ext. 71898

#### Nursing Quality Improvement Work Group

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- ▶ Gail McDermott • Ext. 13245

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#### Nursing Research Work Group

- Co-Chairs:
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- ▶ Diane Fillion • Ext. 71735

#### Nursing Policy, Procedure, Protocol Work Group

- Co-chairs:
- ▶ Susan Madden • Ext. 13945
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#### Nursing Professional Practice Committee

- Chair:
- ▶ Ginette Rodger • Chief of Nursing • [grodger@ottawahospital.on.ca](mailto:grodger@ottawahospital.on.ca)

#### Nursing Week Work Group

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- ▶ Nancy Jacobs • Ext. 88236
- ▶ Ginette Rodger • [grodger@ottawahospital.on.ca](mailto:grodger@ottawahospital.on.ca)

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- ▶ Nanda Soucy • Ext. 14783

#### Recruitment, Retention, Recognition Work Group

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- ▶ Nancy Jacobs • Ext. 88236

#### Education Work Group

- Contact:
- ▶ Riek van den Berg • Ext. 78439
- ▶ Nancy Frazer • Ext. 16522

#### Management Work Group

- Chair:
- ▶ Rosemary Bickerton • Ext. 78639

#### Advanced Practice Nurse Work Group

- Co-Chairs:
- ▶ Sharon Brez • Ext. 13038
- ▶ Dianne Rossy • Ext. 13448

# New Year, New Opportunities



**Wendy Nicklin**  
*Vice-President, Nursing*

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**“Acknowledging  
our professional  
development  
accomplishments  
is essential.”**

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The year of 2003 is now behind us.

Many initiatives and changes have occurred in the midst of rising patient acuity and multiple renovations. Your patience and support is appreciated.

Our 2nd Nursing Recognition Celebration held November 6, 2003, was a tremendous success. We have a dynamic nursing team within a strong interdisciplinary collaborative milieu. Acknowledging our professional development accomplishments is essential.

Throughout 2004, workload measurement tools on each clinical unit will be redeveloped in order to reflect more accurately your patient care reality. In the future we will be developing a fully automated system.

The Model of Nursing Clinical Practice is moving into final phases of implementation. Change is never easy and it is important to keep our sights on the ultimate goal of improving patient care and improving the nursing work environment. Your commitment and support throughout this transition period is sincerely appreciated.

In 2004, we will focus on several areas including:

- ▶ “Living” our Vision, Mission and Values, as led by Dr. Kitts.
- ▶ Patient Safety: An educational program for all staff begins in January in addition to the ongoing development of our patient safety program.

- ▶ Implementation of the recommendations of the Employee/Physician satisfaction survey Action Team. The feedback provided through this survey is leading to positive change.

As 2004 commences, please accept my best wishes to you and yours for a healthy, fulfilling and challenging New Year... one with moments of both professional and personal reward.

*Wendy Nicklin, RN*

## Thank You Debbie!



*Thank you to Debbie Ferrar  
for her longstanding  
wonderful contribution to the  
Nursing News,  
we'll miss you!*

# From the Desk of the Chief of Nursing

The New Year is a time to celebrate accomplishments and look to the challenges ahead.

Looking back at 2003, I am impressed by the work and dedication of the nurses of TOH, Heart Institute and The Rehabilitation Centre (TRC) and in particular – the over 500 nurses who have actively participated in projects to improve our practice environment and patient care.

The work of the Nursing Professional Practice (NPP) team, 14 Work Groups, the Corporate Nursing Clinical Practice Committee and our partners is reported regularly in the Nursing News. To those who produce this publication to keep us all con-

nected: Debbie Ferrar who was the coordinator until last September, the Communication Work Group, and the translation and printing personnel – Thank you.

In 2003, we welcomed two new NPPD members: Anne Gilchrist, Consultant – Centres for Nursing Excellence and Diane Fillion, Acting Corporate Associate Coordinator of Nursing QI.

In 2004, we will welcome colleagues from the Ottawa Regional Cancer Centre (ORCC), complete the implementation of the Model of Nursing Clinical Practice, and work on professional practice appraisal, nursing leadership, support for clinical experts and the other 93 NPP objectives.

Thank you for your contribution toward making TOH nationally recognized.

It is a privilege to work with our VP, Wendy Nicklin, and all of you.

Have a great 2004.

*Dr. Ginette Lemire Rodger, RN  
Chief of Nursing*

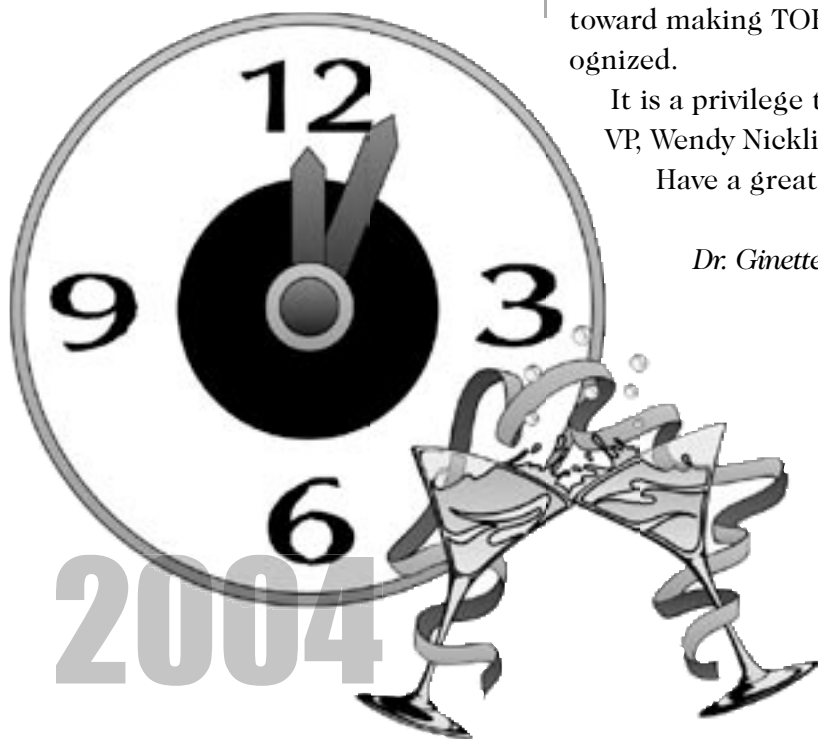


**Ginette L. Rodger**  
*Chief, Nursing*

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**“I am impressed  
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## Nursing News

Edited and Coordinated  
by the Nursing Communication  
Work Group

The *Nursing News* is a quarterly corporate newsletter written by nurses for nurses at The Ottawa Hospital to:

- ▶ inform nurses of new programs and processes, upcoming events, and new trends in Nursing in regards to patient care, education and research
- ▶ recognize individual nurses or groups of nurses for specific accomplishments including quality improvement initiatives, research projects, educational achievements, publications as well as presentations at internal and external conferences
- ▶ promote camaraderie amongst nurses throughout The Ottawa Hospital
- ▶ provide a venue for feedback on issues as appropriate.

### Next Issue:

Special Edition – *Model of Nursing Clinical Practice Part 3*

### For information contact

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Valerie Wilkie – ext 16235

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# Nursing Recognition Celebration November 6, 2003

The 4th Annual Nursing Recognition Celebration recognized the professionalism, compassion and achievement of over 200 nurses from The Ottawa Hospital. What an inspiring group of nurses!

To name a few.....

- ▶ Cathy DeGrasse, APN – Women's Breast Health Centre, recipient of the "Professional Image of Nursing Award"
- ▶ The nurses of the Neonatal Intensive Care Unit, General Campus – recipients of the new, family nominated, "Annual Team Nursing Award". This is awarded to a nursing unit that exemplifies TOH values of Compassion, Commitment to Quality, Working Together, and Respect for the Individual.

*Congratulations to all nominees and award winners!*



# Corporate Nursing Clinical Practice Committee

The following projects are in progress

- ▶ **Nursing Documentation** – Trial of Patient Admission History and Assessment Document on A3, 7E and 7W in November 2003 and on B5 and 6W January 2004.
- ▶ **Health Care Diary** – Recipient of Zagerman Family Project Award for project promoting continuity between hospital and community.
- ▶ **Equipment** – Compiled results of Logistical Services (SPD) equipment and linen survey
- ▶ **Non-related Nursing duties** – Developed a survey to review portering issues.
- ▶ **Violence and Abuse** – Developing a pamphlet regarding resources available at TOH
- ▶ **Professional Image** – Reviewing results of survey and developing strategies.
- ▶ **Policy and Procedure** – Reviewing policy related to the practice of student nurses.

## F1 Reunion Notice

If you are interested in having an F1 reunion (1978–1992) sometime in spring/summer 2004, contact John Ferguson (at 14018) or Marlene Mackey (at 16979) by January 30.

Please leave your name and phone number.

## Rosemary Bickerton

### Key Note Speaker in Riyadh, Saudi Arabia, October 2003

I was selected to be one of 2 Canadian Key Note Speakers at the 19th Annual Ophthalmic Educational Symposium for Nurses and Ophthalmic Technicians in Riyadh, Saudi Arabia.

I was very proud to be selected and to represent the University of Ottawa, Eye Institute in a unique international setting. It was a culturally enriching experience! I was provided with an abaya (black

covering) and head scarf to wear when I was escorted off compound to visit the local souk markets and museums. The Saudi people were most gracious and ensured I had an interesting and safe stay. It was an excellent experience and a chance to share knowledge with our international peers.



Rosemary Bickerton

# Nursing Week Work Group

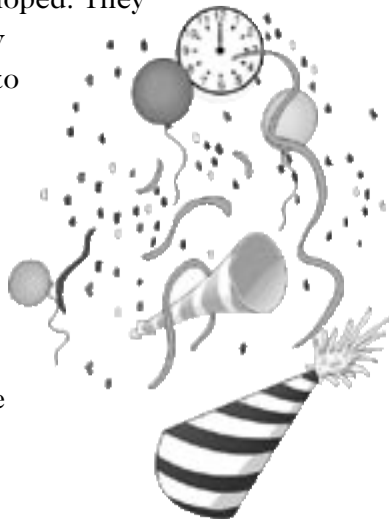
The work group, co-chaired by Nancy Jacobs (ONA) and Ginette L. Rodger, is well underway. In 2004 Nursing Week is May 10–16, the same time as our hospital accreditation. It will be a great time to acknowledge and showcase nurses' contributions in the hospital and the community while valuing our past. These goals for Nursing Week guide the programming, which will include some events that were cancelled last year due to SARS. Look for our special edition of *Nursing News* in 2004! We have a great team. Consider joining us - it is work but fun as well.

## Nursing Professional Practice Committee

The Committee, comprised of the co-chairs of all Nursing Work Groups and Committees, reviewed its first report since the new strategic plan for 2003–2006 was developed. They

will meet every three months to discuss issues and report to our VP, Wendy Nicklin.

Individual work group updates are reported in the *Nursing News*.



## The Policy, Procedure and Protocol Work Group

In May, we distributed 12 policies, including: “Falls Prevention” and “Least Restraint Last Resort”.

At the end of October, nine more policies came out including:

- ▶ Skin Care Program – Prevention and Management of Pressure Ulcers
- ▶ Medication Administration – Verification of Infusion for Pain Management
- ▶ Medication Administration – IV Direct into Infusion or Saline Lock
- ▶ TPN and PPN

## Quality Improvement Work Group

The Quality Improvement WG held several workshops in October 2003. The main purpose of CQI is to meet or exceed the needs of clients, which include patients, families, staff, and the community. It involves teams applying statistical methods and group process tools to reduce inefficiencies, waste and unnecessary complexity in work systems.



# Nursing Education Work Group

Our three task forces and their current foci are as follows:

1. **Nursing education standards** – developing a standard definition of “contact hour” for continuing education credit, based on CNA and College of Nurses requirements
2. **Best Practice Guidelines** – developing strategies to identify and develop an acces-

sible list of best practice guidelines. Check the RNAO website for more information [www.rnao.org](http://www.rnao.org).

3. **Financial support for education** – reviewing current and potential funding sources for education.

Contact Riek van den Berg or Nancy Frazer if you would like to participate.

## Nursing Research Work Group

Definition of Evidence-Based Nursing – Coming soon to a unit near you!

The Education Sub-Group has created a Definition of Evidence-Based Nursing. What will this mean to nursing?

A definition helps nurses make clear decisions regarding the levels of evidence (e.g. based upon types of research, best practice guidelines, expert consensus review) that are available when they are dealing with practice changes. In-services will be held during the year to show how this definition will strengthen the quality of nursing care provided at TOH!

## The Recruitment, Retention and Recognition Work Group



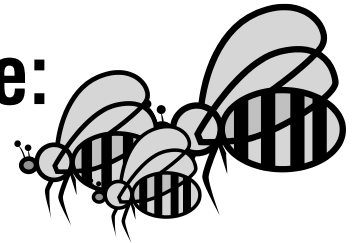
### Did you know?

- ▶ In July 2003 – the Nursing Vacancy rate hit 1.9% – down from 10% in July 2000
- ▶ In Fall 2003 – we surveyed nursing units about quality of worklife issues. Survey results will be reported during the Nursing Week 2004 luncheon.
- ▶ We are developing tools to increase the percentage of full-time nursing positions at TOH.

### Nursing Week Poster Contest – Reminder

If you have a child in Grade 5, whose school would be interested in participating in our annual poster contest, please contact Cheryl Anne Smith at 761-4466 by the end of February.

# Model of Nursing Clinical Practice: Implementation Update



We have published two special editions on the *Nursing News* on the Model and are planning a third, to review the units that have put the model into practice and discuss frequently raised issues. To date, the Model Facilitators have helped over 61 areas (30 units + 31 clinics, etc.) to implement it. An additional 30 units began the process

in September. By April 2004, there will be very few units that have not implemented. The research is progressing very well, thanks to all of you. The feedback from patients, nurses and other health professionals has been very positive. Stay tuned for the third edition.



## The Model of Nursing Clinical Practice Research Project Update

To date 1500 TOH Nurses have had the opportunity to participate in this ground-breaking study. Our response rate as of mid-October is 70%, which is outstanding for this type of multi-tool survey questionnaire. Focus groups to explore the impact of the new model on the TOH multi disciplinary professionals, nurses and physicians will commence in October. The response rate to date for the patient questionnaire returns is 40% which is again better than average for this type of questionnaire. I have had the opportunity to do study-related in-services and visits to many units and I look forward to “rolling-out” the research study on your unit in the near future.

Best wishes  
Wendy Diegel, SRN, SCM, RN  
Research Coordinator  
Model of Nursing Clinical Practice Research Project

“Adopting a common nursing practice model across a recently merged multi site hospital”

