

Meet Colleen MacPhee, BScN, RN, MHA, CPMHN(C)

Colleen began her role of Advance Practice Nurse in Mental Health in October 2000, when Psychiatric Emergency services transferred from the Royal Ottawa Hospital to The Ottawa Hospital as a result of mental health reform initiatives. A major component of her role was to develop the mental health program at TOH and create linkages within the organization and among community psychiatric service providers.



Colleen MacPhee

In May 2004, Colleen began a new clinical and research focus within her APN role. It is an innovative clinical project with research on a model of mental health services delivery involving collaboration of family physicians and mental health professionals in the primary care setting.

Through her nursing career, Colleen has held various clinical and administrative positions in the health care field in P.E.I., N.S., B.C. and Ontario. In 2002, she was awarded an RNAO Advanced Clinical/Practice Fellowship and completed a project entitled Enhancing Clinical Expertise with the Psychiatric Patient in Crisis. She has been asked to present to the RNAO and be a guest lecturer for the University of Ottawa School of Nursing, where she holds a joint-appointment. Colleen is also a member of the Best Practice Champion Network of RNAO.

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- ▶ Palliative Care
- ▶ The HealthCare Diary

Model of Nursing Clinical Practice Work Group

- ▶ Ginette Rodger • grodger@ottawahospital.on.ca

Communication Work Group

- Co-Chairs:
- ▶ Valerie Wilkie • Ext. 16235
- ▶ Donna Leafloor • Ext. 71898

Nursing Quality Improvement Work Group

- Co-Chairs:
- ▶ Marlene Mackey • Ext. 16979
- ▶ Gail McDermott • Ext. 13245

Nursing Informatics Reflective Group

- Contact:
- ▶ Barbara Blair • Ext. 12639

Nursing Research Work Group

- Co-Chairs:
- ▶ Evelyn Kerr • Ext. 16060
- ▶ Diane Fillion • Ext. 71735

Nursing Policy, Procedure, Protocol Work Group

- Co-chairs:
- ▶ Susan Madden • Ext. 13945
- ▶ Lucie Bussière • Ext. 71510

Nursing Professional Practice Committee

- Chair:
- ▶ Ginette Rodger • Chief of Nursing • grodger@ottawahospital.on.ca

Nursing Week Work Group

- Co-chairs:
- ▶ Nancy Jacobs • Ext. 88236
- ▶ Ginette Rodger • grodger@ottawahospital.on.ca

ONA Local 83

- Contact:
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Corporate Nursing Clinical Practice Committee

- Co-Chairs:
- ▶ Evelyn Kerr • Ext. 16060
- ▶ Nanda Soucy • Ext. 14783

Recruitment, Retention, Recognition Work Group

- Co-Chairs:
- ▶ Cheryl-Anne Smith • Ext. 17894
- ▶ 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

TOH Nursing: Growth and Diversity



Wendy Nicklin

Vice-President, Nursing

“While we are a large organization, it has likely taken some time for many of you to see, feel and measure the progress.”

The progress we have made within nursing professional practice over the past few years exceeds that of most other Academic Health Science Centres in Canada. While we are a large organization, it has likely taken some time for many of you to see, feel and measure the progress. Nevertheless it is our reality. For example, the development and integration of the APN role and the Model of Nursing Clinical Practice are both significant progressive changes, both of which will improve quality of care while strengthening professional practice. Many of the changes being experienced offer more opportunities for advancement for each of you. Depending on your clinical interests, level of clinical expertise, and academic direction, a number of opportunities exist today for advancement that were not a reality a few years ago.

The successful Nursing Week and the many enjoyable events are a signal of our growing professional strength. These examples of our achievements do not negate the

workload and challenges you face daily. Your participation and commitment to the organization throughout these ongoing changes, while balancing your workload is appreciated and makes the difference between advancing or being stagnant.

The features within this issue of our Nursing News highlight our diversity in nursing and the many ongoing activities, which are evidence of our focus on improving quality of care and on continuing to improve our knowledge base (e.g. the Nurses’ Knowledge and Attitudes Survey re: Pain). In a learning organization it is imperative to continue learning... and that quality is demonstrated clearly here at The Ottawa Hospital. Congratulations to all of you and thank you for your commitment to care and to our profession.

I hope each of you finds time for some rest and relaxation this summer.

Wendy Nicklin, RN

Award Recipients

- Wendy Nicklin, Vice-President, Nursing and Allied Health Services, has been awarded the RNAO Leadership Award in Nursing Administration.
- Riek van den Berg, has been awarded the RNAO Leadership Award in Nursing Education (Staff Development).

From the Desk of the Chief of Nursing

Dear colleagues

This year many events have taken place to enhance our professional practice environment. First, the Nursing Week program was the result of dedicated nurses and the support of TOH, ONA and our sponsors and we commend all the participants. Then, the Nursing News special edition regarding the Model of Nursing Clinical Practice highlighted the accomplishments of some of the 78 units/services that have implemented the model. Congratulations to all these teams, and to the 18 teams that are in the process of implementation. Two of our model facilitators, Diane Courville and Barbara Kyd-Strickland are returning to their units. We thank them for their knowledge, expertise and dedication.

All of our Work Groups have reported their accomplishments regarding the 93 objectives and are planning next year's activities. We added two new Work Groups: "Professional Practice Appraisal", a group of 18 nurses who will determine what our direction should be and "Magnet

Characteristics" where 19 volunteers are looking at indicators to help us monitor and track our progress.

This year we also formed five new Reflective Groups with nurses interested in specific research topics: impact of head injury/delirium on family; health literacy; nurse-patient interaction; implementing best practice and qualitative research methods. Congratulations to all of these groups. If anyone is interested in joining them please let us know.

As you can see, these are dynamic times. We have lots to be proud of and this is because you have decided to take on the challenge to make our world and services better. Thank you so much for your innovation and dedication. You are an inspiration.

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



Ginette L. Rodger
Chief, Nursing

**"We thank them for
their knowledge,
expertise and
dedication."**

Congratulations

During Nursing Week, City of Ottawa Mayor Bob Chiarelli honoured Dr. Ginette Lemire-Rodger, Chief of Nursing with a commendation, for outstanding leadership and contribution to nursing and health care. As well, Dr. Lemire-Rodger is running for the presidency of the International Council of Nurses. The election will take place in May 2005.



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.

For information contact

Co-Chairs
Donna Leafloor – ext 71898 or
Valerie Wilkie – ext 16235

Members:
Barb Kyd-Strickland
Sue Eggleton
Anne Gilchrist
Carol Harkness
Louise Gravelle

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TOH nurses at the RNAO International Healthy Workplaces Conference, November 2003

The Ottawa Hospital sent an outstanding delegation of nurses to this RNAO conference in Toronto. TOH presentations were very well received and they highlighted our achievements regarding: The Ottawa Hospital Model of Nursing Clinical Practice, The Nursing Passport, CNCPC, Enhancing the Nursing Image, Developing Mechanisms for Delivery of Care, and Celebrating our Achievements. It was a wonderful opportunity for everyone to network at an international level and spread the word about all of the outstanding work we are doing here at TOH.



RNs Elected to Senior Committees

Committee

Fiscal Advisory Committee

Quality Council

Patient Safety Committee

Joint Emergency Preparedness
Committee

Nurse Representatives

Nathalie Boudreau
Carolyn Welch

Jennifer Wainman-McNaught
Carole St Denis

Chantal Mercier
Lucie Lacasse

Eric Drouin
Salma Debs

CNCPC hosts visitors from across Canada

The CNCPC (Corporate Nursing Clinical Practice Committee) hosted nurse visitors from the Regina Qu'Appelle Health Region, London Health Sciences Center and St Joseph's Health Care London. We are extremely proud that our CNCPC is gaining recognition across Canada as a model of empowered leadership for clinical nurses that others wish to view "in action" and to replicate

Other CNCPC highlights

Three abstracts submitted to the RAO Healthy Work Place Conference in November 2004 have been accepted for poster presentation.

- ▶ The Health Care Diary
- ▶ Violence and Abuse
- ▶ Empowering Leadership

Two new sub-groups were formed in January: "Caring for the Caregiver" and "Staff Morale".

CNCPC Executive

Front row L-R:

*Valerie Wilkie, Civic Campus Liaison;
Sue Siscoe, Riverside Campus Liaison;
Nanda Soucy, Co-Chair;
Evelyn Kerr, Co-Chair;
Janice MacIntyre, Secretary;
Marny Cooper, General Campus Liaison;
Ginette Rodger, Chief of Nursing*



What's up with the Nursing Quality Improvement Workgroup?



Skin Care

Our Pressure Ulcer Prevalence Study (PUP) 2003 was presented to the Quality Committee of the TOH Board. We continue to maintain our gains, but in order to make improvements an updated skin care program is currently being rolled out on all units. Skin care is a nurse-sensitive indicator so your participation in this endeavor can have a significant positive outcome on our patients.

Pain

The "Nurses' Knowledge and Attitude Survey Regarding Pain" was distributed to TOH nurses in April-May, 2004. Results will provide a measure of current nursing practice and will help us to plan appropriate educational activities for TOH nurses. Pain management is a key indicator of patient satisfaction on both our Comment Cards and provincial surveys. Once again nurses will be involved in improving patient care as we develop corporate pain management strategies.

Several other projects are currently in the works (e.g. Delirium Best Practices and documentation). Stay tuned for new developments in the next edition of the *Nursing News*!

Palliative Care at TOH

The Palliative Care Service is a multidisciplinary consult team located at the Civic and General campuses. The team includes: physicians, an advanced practice nurse, palliative care nurse consultants, social workers, spiritual care chaplains and volunteers. We work closely with patients, their families and friends, and the primary care team to enhance quality of life for patients living with a life threatening or terminal illness.

We provide advice and education on the care of the terminally ill and patients with complex pain and symptom management problems. We also identify and facilitate linkages to community palliative care providers.

To consult the Palliative Care Service:

- ▶ The primary physician must write a consult.
- ▶ The consult can be phoned into the Palliative Care office (1-4555 or 7-8940).
- ▶ The team will respond as soon as possible. Service is provided Monday to Friday from 0800 to 1600.
- ▶ The team will make recommendations about a plan of care that will be discussed with the attending team.

Position for an Enterostomal Therapist

The Ottawa Ostomy Support Group is seeking a nurse who would like to be an Enterostomal Therapist (ET) or a nurse who would like to take the ET training to assist with the pre and post-operative rehabilitation of Ostomates.

The nurse should be willing to be part of our Board and/or attend monthly meetings and/or assist with the monthly meetings and other activities.

The Ottawa Ostomy Support Group is willing to contribute to the tuition for a nurse to complete an ET education program.

If interested please contact:

Doug Graham, President
829-6332

doug.astrid.graham@sympatico.ca

The Health Care Diary An Initiative of the Corporate Nursing Clinical Practice Committee (CNCPC)

A group of nurses from CNCPC has developed a Health Care Diary, for patients / families to record important personal health information and health care services received. Since patients with complex medical conditions often have extensive health histories and frequently see many health care professionals, it is hoped that the Health Care Diary will facilitate communication of important information to all health care providers. The scientific literature suggests that good communication between health care providers has a positive impact on patient outcomes.

The diary was on trial from mid-January to mid-April on the following units:

- ▶ Riverside – Home Dialysis
- ▶ General – AKU, 6E, Module G, L, M.
- ▶ Heart Institute – Cardiac Reference Center
- ▶ Civic – GAU, Pre-Admission Unit

For more information contact Susan Draper Clinical Manager, 6 East, General Campus.

Nursing Week 2004 at The Ottawa Hospital



Congratulations to the Nursing Week Work Group and all of the sponsors, supporters and volunteers who were responsible for our exciting and successful Nursing Week celebrations. The Volleyball tournament and the luncheon were enthusiastically enjoyed by all. The nurses of TOH were celebrated and acknowledged in a meaningful and significant manner all week.



The Recruitment, Retention and Recognition Work Group

Quality of Worklife survey (Fall 2003)

Twenty units responded with their top five issues. The annual update, regarding new issues and the status of the old issues was presented at the Nursing Week luncheon. The top four items were:

- ▶ Educational days granted
- ▶ BCLS paid
- ▶ Absenteeism policy
- ▶ Workload

5th Annual Celebration of our Nursing Accomplishments

Look for information about this exciting upcoming event, to be held on October 28th 2004.



Communication Corner

by the Communication Workgroup

The Communication Corner will be featured in all regular issues of the *Nursing News* to promote positive communication in our workplace.

In this first feature we are highlighting existing educational opportunities and resources for communication skill development at TOH.

The following courses are available for all TOH staff through Human Resources:

► **Disrespectful Communication:**

Take It,
Leave It or Deal with It
Helps you identify at what point communication becomes disrespectful and how to handle it appropriately.

► **Non-Defensive Communication**

Helps you recognize the signs of defensiveness in yourself and others; understand how defensiveness can result in a defensive chain; take responsibility for the way you communicate and implement the five skills of non-defensive communication.

► **Communicating for Results**

You will learn about powerful communication techniques to help you get the job done while building positive short and long term relationships to enhance your work situation.

The course schedule will be available at the end of August 2004

For information contact Julie Braün at ext. 18241

Nursing Informatics Reflective Group

InfoNet

Have you checked out the InfoNet? This is the hospital's intranet that provides all sorts of information about what's going on at TOH.

Simply enter this address in your web browser:

<http://infonet>

All internal job postings are listed on the InfoNet under Job Opportunities. You can apply for positions on-line.

InfoNet

Webmail

An email application called "Webmail" is being piloted on 4 nursing units: B2 (Civic campus), 7W and NICU (General Campus) and MOR (Riverside Campus). If this is a success, we hope to have Webmail for all nurses in the future!

"Communication leads to community, that is, to understanding, intimacy and mutual valuing."

Rollo May