



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

Healing Hands Award ceremony recognizes outstanding staff members at NHH

NORTHUMBERLAND COUNTY, Wednesday, November 2, 2011 – Hospital staff gathered in the Main Street Bistro today for the annual Healing Hands Award ceremony.

Presented to members of the team who demonstrate the hospital's values of integrity, quality, respect, collaboration and compassion, the peer-generated Awards--presented since 2003--have become one of the most popular forms of staff recognition at NHH.

Robert Biron, President and CEO, opened the ceremony by thanking the many staff who took the time to nominate a peer for the recognition. "We received many worthy nominations for this award once again, and the decision-making process was very challenging. Clearly, our values are being demonstrated each and every day as we work together to deliver on our mission: *Exceptional patient care. Every time.*"

Joining Robert for the presentation of the awards were Helen Brenner, VP, Patient Services and Chief Nursing Executive, and Elizabeth Vosburgh, VP, Human Resources and Quality and Chief Human Resources Officer.

The names of NHH's latest Healing Hands Award recipients are provided below, together with excerpts from the comments shared at today's presentation from their nominators. All seven recipients were presented with crystal cubes engraved with their name, the hospital logo and their award.

Deborah Zoras, Registered Practical Nurse, Restorative Care - *"Deborah demonstrates the true meaning of caring for her patients on a day-to-day basis...one of her co-workers writes: 'Deb is a very conscientious nurse who is very caring to her patients and if something is not right medically, she is persistent in getting to the bottom of a medical issue.' Families are very thankful for Deb's input."*

Michelle Annis, Registered Nurse, Med/Surg - *"Michelle is being acknowledged today for continually demonstrating all our hospital's values, but especially two: compassion and respect. To quote one of her peers: 'Michelle is extremely compassionate with patients and families, always helpful, polite and respectful and shows infinite patience...families are kept well informed and treated with compassion.'"*

Yvonne Gaudaur, Registered Nurse, Med/Surg - *"Yvonne truly upholds the value of compassion. Yvonne goes above and beyond for both family, patients and fellow employees. She is always looking out for the patient and their best interests and she*

does this with a smile! You can bet that if you are one of Yvonne's patients, you will receive exceptional care."

Angela Schwantz, Registered Practical Nurse/Operating Room Technician -

"Angela is well known for her great work ethic. She is an exceptional team player--important in all areas of our hospital--who continuously shows respect to the patients, physicians as well as other staff members. Angela's sense of compassion and respect for others is truly an asset to our OR team."

Judith Harper, Physiotherapist - *"As an advocate, professional and leader, Judith consistently upholds the values of NHH. Her patient advocacy is demonstrated every day as she provides person-centred care on our Restorative Care Unit. Judith is an invaluable member of the interprofessional team, working as a leader to create innovative solutions to health care questions. She continually reflects on her patients and experiences. As a mentor, Judith helps ensure students have a positive experience and want to return to NHH. She is kind, considerate and a friend to many at NHH."*

Marie McVety, Environmental Service Worker - *"Marie is known to staff throughout the hospital and was nominated by no less than seven of her peers. This is what some of them said: 'Marie is always giving 100% and always willing to help others. Marie never complains and is a pleasure to work with. Marie is always kind and considerate and demonstrates our values on a regular basis.'"*

Dr. Andrew Stratford, Surgeon - *"Dr. Stratford is extremely compassionate and empathetic and his colleagues noted that he makes 'coming to work enjoyable!' He is very approachable and values staff opinions. He takes the extra time for his patients and families and helps to relieve their fears and anxiety. Dr. Stratford definitely demonstrates the values of the hospital and is truly a great asset to NHH."*

For more information, contact Jennifer Gillard at 905-377-7757 or tgillard@nhh.ca.

About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, Northumberland Hills Hospital (NHH) delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, and obstetrical care. Post-acute services include restorative care, interim long-term care, rehabilitation and palliative care. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit www.nhh.ca.

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