



# NORTHUMBERLAND HILLS HOSPITAL

## NEWS RELEASE – FOR IMMEDIATE RELEASE

### **Six employees recognized with Healing Hands Awards at annual NHH ceremony**

**NORTHUMBERLAND COUNTY, Tuesday, December 15th, 2015**—Six Northumberland Hills Hospital (NHH) employees were recognized today by their peers with Healing Hands Awards.

Established when the hospital opened more than 12 years ago, the peer-nominated Awards are presented annually to members of the hospital team who have gone above and beyond in the past year to demonstrate the NHH values of compassion, respect, collaboration, integrity and quality.

Linda Davis, President and CEO, shared highlights from the nominations of each recipient at a morning ceremony in the hospital's Main Street Bistro.

"2015 was a year of considerable financial challenge for our hospital, and I appreciate each of you has borne some strain as a result," said Davis, in her opening remarks.

"It is very fitting—in my mind—that we end this year with our Healing Hands ceremony. These Awards celebrates personal achievement. Despite the challenges we have faced as an organization, and the pressures we continue to feel, the core values that we hold most dear at NHH continue to shine through. This is because of the commitment to patient care of each and every one of you. Thank you for all you do for the patients we serve, your colleagues and NHH."

Below are excerpts from the kudos shared regarding each Healing Hand Award recipient:

**Janna Cudmore, RN, Cancer and Supportive Care and Ambulatory Care** – Janna researched and designed a new education program for NHH patients starting chemotherapy. She volunteered without hesitation to follow her clients to Lakeridge [Health, Oshawa] during the temporary service disruption NHH experienced last February to help ensure seamless care and she is described by her teammates as consistently cheerful, kind and respectful. In the words of one patient: 'they lucked out when they hired you!'

**Susan De Long, Clerk and Transcriptionist, Diagnostic Imaging** – "Susan's peers report that she is "a talented transcriptionist, a compassionate registration clerk and an amazing co-worker"...she is very conscientious... the person that a lot of workers go to because they know that she will jump up from her desk to help anyone who needs it. Susan did just that not long ago, when a patient appeared at her registration desk in

active labour. With assistance from an Auxiliary volunteer, Susan got a stretcher and rolled her directly to the Maternity department, where the patient delivered shortly after.

**Heather Garrett, RPN, Inpatient Rehabilitation** – Heather’s personality is described as warm, welcoming and respectful. In a thank you letter sent to her unit from a grateful patient, she was personally thanked for her exceptional, compassionate care. Known throughout her unit for her knack for drawing out details from patients to support their goal planning in Rehab, she is especially good at applying specialized Montessori techniques to support those with dementia. Heather’s kindness extends beyond her patients to the entire family of those she cares for.

**Anne Marie Losell, RN, Dialysis** – Respected by her patients and colleagues alike, Anne Marie, who is also charge nurse in the clinic, is held in high regard by her team. Nominated for her consistent commitment to quality and collaboration, she was recognized for initiating many quality improvements, including best practice cleaning and dressings for patient lines.

**Amanda Phipps, RPN, 2B/Medical-Surgical Unit** – The quality of Amanda’s work is described as “exemplary.” Always respectful of her team members, she is also recognized for being very generous with her time, helping with lifts and care, and always willing to stay and work longer when extra hands are needed. Amanda’s compassion was also highlighted, particularly with patients whose condition may cause behaviours requiring special care to manage.

**Toni Walker, RN, Maternal/Child Unit** – Toni’s peers report that she demonstrates a special commitment to quality care by consistently striving to achieve a higher level of personal knowledge through education. Among the special skills Toni has cultivated is a knowledge of current breast feeding best practice. Compassion, respect and integrity are consistently demonstrated by Toni in her work, and patient feedback shared with her nomination described her as “a truly excellent nurse” - directly responsible for a peaceful and absolutely pleasant birthing experience due to her “kind, calm and pleasant nature.”

Media contact: Jennifer Gillard, [jgillard@nhh.ca](mailto:jgillard@nhh.ca) or 905-377-7757.

**About Northumberland Hills Hospital** – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. 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](http://www.nhh.ca) or follow us on Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).

- END -