

# Talk it up Victoria



Renfrew Victoria Hospital

Your Community Healthcare Centre

Volume Six, Number One

July 2007

## Introducing 510 Raglan Street North!

Renfrew's new medical professional building is now complete.

The physicians have moved in with their staff and equipment.

Tenants are now counselling their clients or providing physiotherapy in their new state-of-the-art suites.

This marks another bold step forward for Renfrew Victoria Hospital and the local health care community.

"I am truly excited about the opening of our new professional building," comments RVH Chair Kent Tubman. "Less than one year ago, we announced plans to begin construction and, already, we have health care providers calling it home."

"Hats off to everyone involved in the design and construction of this building," he concludes. "Another successful project!"

The building, designed by Ottawa Architect Brian Dickey, provides two floor levels of professional office space. The main level is designed for modern medical practices, with ample examination rooms and a secure, robust infrastructure to support electronic charting and provide full access to the information highway.

Dr. Stephanie Langlois, president of the medical staff at RVH, points out that the building is designed to accommodate a new style of practice for Renfrew. She has joined with the area's four newest physicians to form Renfrew's first group practice. The new building lends itself to the concept, with "pods" of doctors' offices and exam rooms that share a common reception area. Members of the group practice support one another by sharing their resources and their skills. The electronic office environment also allows them to share patient files and other information within a secure network.

"It gives all of our patients extra coverage," explains Dr. Langlois. "It also takes the pressure off the hospital's emergency department because there is a group of doctors here, ready to care for our patients' non-emergency needs."

The other physicians in the group practice are Drs. Steven Radke, Andrea Di Paolo, Allison Clarke and Noreen Wang. The new professional building includes other office pods where more doctors will be able to establish similar arrangements.

"We're very pleased with the design of the building and the way it's all come together," comments Dr. Langlois. "It's a very exciting time to be practising medicine in Renfrew!"



There was a sense of accomplishment and celebration as the ribbon was cut on June 21 to officially open Renfrew Victoria Hospital's new professional building.

# Building today with tomorrow in mind

*When we build, let us think that we build forever.  
Let it not be for present delight nor for present use alone.  
Let it be such work as our descendants will thank us for.*

RVH's latest construction project brings John Ruskin's philosophy to life.

The new professional building at 510 Raglan Street North is designed for present delight, with its warm colours, ample space, airy atmosphere and beautiful views. It is also clearly built for present use, serving a modern medical practice with state-of-the-art technological infrastructure. But most importantly, it has been built with future generations in mind.

This building on the RVH campus sets the foundation for the future of quality health care in our community.

"Research shows that this type of investment is necessary to attract the health care professionals our community will need," explains RVH CEO Randy Penney.

"Our analysis indicates that new doctors want to work in group practices in fully automated settings and in turn-key operations."

"The investments we've made here will reap enormous rewards for the patients now and in the years to come," Penney adds.

"This new building is an outstanding recruitment tool," agrees RVH Chair Kent Tubman. "We have an asset that will provide returns for the hospital for years to come."

Already, Renfrew's four youngest physicians have joined with Dr. Stephanie Langlois to establish their offices in a group practice in the building.

With a total of 7,800 square feet, the two-storey building has plenty of room to accommodate more physicians who choose to practise in Renfrew.

"We're confident they will come," comments Tubman. "Renfrew has a stellar reputation as a great place to live and a great community to serve. Word has spread about our medical services here, the phenomenal support they receive from our community, and the great quality of life we enjoy."

"This beautiful new building gives us that extra advantage when it comes to attracting new professionals and helping our health care system continue to flourish," he concludes.



**Kelly O'Malley enjoys working in the new atmosphere behind the doctors' reception desk at 510 Raglan Street North.**

## Bringing a mix of health-related services to the RVH campus

In addition to Renfrew's newest doctors' offices, the new professional building also features rental space where other health services can be offered.

Currently, Ottawa Valley Physiotherapy and the Alcohol, Drug and Gambling Assessment Referral Service are leasing space at 510 Raglan Street North.



**Ottawa Valley Physiotherapy staff try out the equipment in their work-out room.**

Their location in the building truly creates a "health care village" at RVH, providing rehabilitation and support services that complement the care provided in the hospital setting.

Ron Parker says it's great for the Assessment Referral Service to be "back at home at RVH", its administrative umbrella organization.

"There is a definite benefit for us in being closer to the professional team, and especially the family physicians who play such an important role for many of our clients," he notes.

Ottawa Valley Physiotherapy's Patrick Cayen says the new location couldn't have come at a better time, as his business gears up for "Celebrating 10 Years of Active Healthy Living".

Originally a physiotherapist at the hospital, Cayen is pleased to be associated with RVH again and located close to the caregivers there.

Cayen and his staff are also pleased with their new surroundings, which feature 15 treatment areas compared to 10 at the previous location, and a work-out area fully equipped with strength and cardiovascular equipment.

"Our spacious new accommodations will allow us to meet the increasing demands on our physiotherapy services," Cayen concludes, "and our networking and IT capabilities will allow us to stay at the cutting edge of rehabilitation and provide a more complete service."

# From concept to reality: What a difference a year makes!

It takes a lot of hard work to move from a hole in the ground to a 7,800-square-foot two-storey building in 365 days.

From the initial excavation and laying of the foundation to the final bit of paint on the walls and the computer connections – the development of the new RVH professional building has been the creation of a community vision.

“It did everything we wanted it to do,” comments Architect Brian Dickey, the one person at the 2006 sod-turning ceremony who could actually envision today’s professional offices.

Even he is impressed with the way things turned out.

“It’s such a bright, airy space,” he reflects. “You’re bound to feel better, even before you get to the doctor.”

Indeed, Dr. Steve Radke says his patients have given the new offices a glowing review.

“I’ve heard nothing but very positive comments from patients,” he says. “People are very impressed. Most have pointed out the beautiful setting. The view out the windows in the waiting room overlooking the trees provides a calm, relaxing atmosphere.”

## The ingredients for success

Along the way, this construction project involved:

- 2,400 sheets of drywall
- as many as 30 labourers and trades people on site at a time
- possibly the only flying out-house in the history of construction (thanks to the arrival of an air ambulance helicopter)
- 144 roof trusses
- a \$2-million capital investment.

He adds that the building also offers plenty of advantages for everyone who uses it.

“The new, modern building creates a positive environment for both staff and patients,” he says.

“That’s what we were looking to achieve,” Dickey notes with clear satisfaction.

“Creating new buildings is an opportunity to make an impact,” the architect adds. “The fulfilling part of it is that positive impact you can have on the people who use the building, the neighbours, and the community as a whole.”

There were a number of key players in the successful development of the new RVH professional building. Hats off to:

- Architect Brian Dickey
- General Contractor Laurin Construction
- McKee Engineering, which handled the mechanical and electrical systems
- D.L. Costford and Associates, the structural engineers
- Larocque Levstek, the landscape architects
- Golder Associates, the civil engineers
- 16+ subcontractors
- Paul Chatelain, RVH Vice-President of Financial Services and the project manager
- Bob McParland, RVH Plant Supervisor
- Peter Payton, RVH Information Management Director.

*Most of all, we offer our sincere thanks to the entire Renfrew community for its ongoing support of RVH. It is your backing that makes it possible for a small, rural hospital to have the financial reserves available to make such a significant investment in our future!*



Counter-clockwise from top left, the stages of development from the beginning, October 11, 2006; to formation, November 15, 2006; to enclosure, January 11, 2007; to completion and celebration, June 21, 2007.



# The beat goes on!

## Hospice Renfrew

Before the ribbon had even been cut for the new professional building, the footprint of the next new structure had emerged in Renfrew's "health care village".

Construction is now well underway for the new hospice, located just around the corner from the professional building, on Albert Street.

Hospice Renfrew will be administered separately from the hospital, with its own board of directors. It will provide an important complement to RVH services. The residential home-like setting will accommodate up to six people at a time, providing care for terminally ill people who can no longer live independently, but do not require the expensive and highly-technical care of an acute care hospital.

Hospice Renfrew will serve all of Renfrew County. The building will include six suites, a quiet room, shared kitchen, livingroom, sunroom and patio, and a nurses' station.

## CT Scan Proposal

RVH is submitting a proposal to the Ministry of Health and Long-Term Care and the Champlain Local Health Integration Network, seeking permission to provide CT (computer tomography) service in Renfrew.

If successful, the hospital will be responsible for funding the \$2-million capital investment and ongoing operating costs.

"The people of Renfrew deserve to have this standard of care in our community," says RVH Chair Kent Tubman, noting that a CT scanner will enhance the medical team's ability to provide

timely and accurate diagnoses in care areas such as cancer, neurology, trauma, gastro-intestinal and cardiac medicine.

As many as 400 patients each year are now transported from RVH to other centres to obtain CT scans.

Tubman explains that a CT scanner at RVH will not only improve patient care, it is also a necessary piece of equipment when it comes to recruiting physicians, specialists and diagnostic imaging personnel.

## RVH Master Program

In the meantime, the hospital leadership is also working on a "master program", a strategic plan to take Renfrew's health care services into the future.

"We need to be assertive and proactive on behalf of this community in order to maintain the very high level of health care it deserves," says CEO Randy Penney, explaining that the plan will review everything from upgrading patient rooms to the feasibility of expanding facilities such as day surgery, oncology care and the RVH pharmacy.

While the planning process is now in its infancy, RVH officials plan to work closely with the Champlain Local Health Integration Network (LHIN) and the Ministry of Health to develop a proposal that will meet their approval and take full advantage of any available capital funding.

"Our goal is to position ourselves to meet their primary purpose, which is to make sure that people in every part of this province have access to the highest possible quality health care close to home," Penney explains.



Renfrew Mayor Sandi Heins joined in the celebrations with RVH Chair Kent Tubman, left. 510 Raglan Street North, above, is now ready for business.

**Talk it up Victoria - the Renfrew Victoria Hospital newsletter**

Renfrew Victoria Hospital, 499 Raglan St. North, Renfrew, Ontario K7V 1P6 • [www.renfrewhosp.com](http://www.renfrewhosp.com)

# CARING *for* TOMORROW

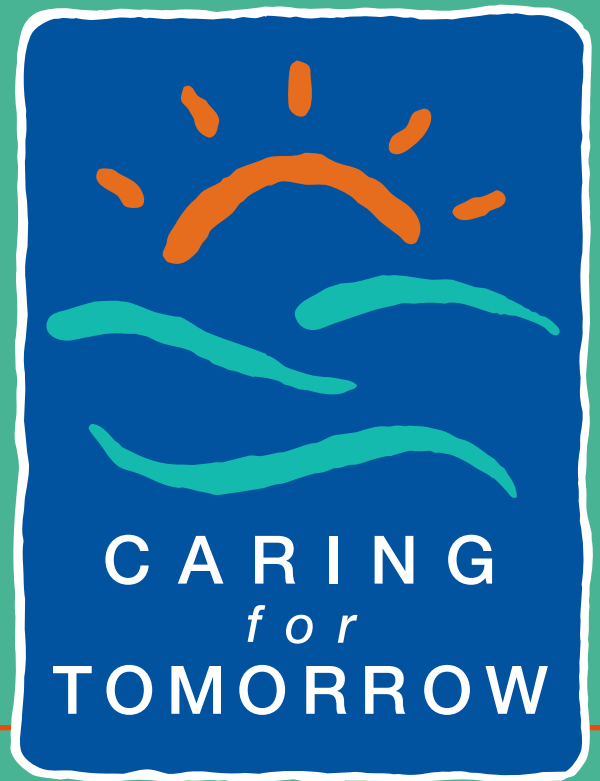
## News from the Renfrew Victoria Hospital Foundation

If you would like to learn more about the various ways you can contribute to Renfrew Victoria Hospital, please contact us:

Renfrew Victoria Hospital Foundation, 499 Raglan Street North,

Renfrew, Ontario K7V 1P6

Phone: (613) 432-4851, ext. 263



## Celebrating our auxiliary's ongoing generosity

There was a lot to celebrate when Renfrew Victoria Hospital paid tribute to its auxiliary this spring.

Sixty-two years of devoted support, more than \$700,000 in financial contributions, decades of dedication to making hospital stays as pleasant as possible... all are the legacy of the RVH Auxiliary.

"It's so easy to talk about numbers and pieces of equipment," commented CEO Randy Penney. "I would like the auxiliary to know that your donations have truly made a difference in the lives of patients at RVH."

And to make sure that message is public knowledge, the hospital unveiled a sculpture by Burnstown Artist Richard Gill. The three-dimensional rendering of the hospital is dedicated to the auxiliary's "continuing outstanding and generous contributions to patient care at RVH since 1945".

"It's an everlasting reminder of our sincere appreciation for all that you have done and continue to do on behalf of RVH," Penney told the auxiliary members gathered for the June 1 celebration.

In return, the auxiliary presented the hospital with concrete proof that the legacy will continue, turning over the first \$20,000 installment in its \$100,000 pledge to support the RVH gynecology program.

The money will help pay for equipment used in the new gynecology day surgery program offered by two

visiting specialists from Ottawa through the RVH Women's Wellness Centre.

"This is the latest example of the difference this group has made and the leadership it has shown," comments Penney.

"We have a lot of dedicated people who have been faithful to the auxiliary and the hospital for many, many years," he added, singling out Chip Troke, a 60-year member of the RVH Auxiliary for special commendation.

"Still an active participant in all of the auxiliary's meetings and discussions, she is a stellar example of this group's dedication," he concludes. "When I think of people like Chip Troke and the RVH Auxiliary, I think of outstanding leadership, I think of dedication to our hospital and to our community, I think of outstanding female role models for our community."

"Their contributions to Renfrew and to Renfrew Victoria Hospital are priceless."



**Representatives of the RVH Auxiliary pose proudly in front of the new sculpture, placed in their honour in the hospital cafeteria.**

# A community says thank you

The Groves Park Lodge auditorium was filled with well-wishers when RVH Foundation Director Barbara Symington officially celebrated her retirement on June 24.

The crowd included family and friends aged three to 101 who traveled from Lunenburg, Nova Scotia in the east and Victoria, British Columbia in the west.

"We're all here because Barb has had an impact on each and every one of us," commented RVH Foundation Chair Jim



**RVH Auxiliary rep Joan Hilliard and Barb Symington had some willing helpers at cake-cutting time.**

Lemenchick, noting that as the first and only director of the hospital foundation Barb has been a loyal, dedicated employee for more than 16 years.

Her commitment to the hospital began long before the foundation was even established. She has been an active member of the RVH Auxiliary for 39 years, as well as an executive member of the regional and provincial auxiliary organizations.

"She's the epitome of what volunteerism is all about in this community," noted Renfrew-Nipissing-Pembroke MPP John Yakabuski.

Raye Anne Briscoe, mayor of Admaston-Bromley Township, agreed.

"Barb leads by example," she said. "It is as a volunteer that she inspires volunteerism. Our rural communities have in countless ways benefited from Barb's work to improve our quality of life."

The list of accomplishments at the hospital during her tenure as foundation director is very impressive. The foundation has provided the financial support that has enabled the development of such programs as the regional dialysis and oncology services, as well as the physical expansion of the hospital to accommodate the hemodialysis unit and the emergency and ambulatory care wing, a project that required a \$15-million capital campaign.

"Our foundation is, quite literally, the cornerstone of everything we do," comments RVH CEO Randy Penney. "It provides the focal point for our community support, and that is truly what allows us to develop excellent programs and recruit excellent professionals."

"Barb made sure every person understood the importance of giving to the hospital," agreed Lemenchick.

## Barb Desilets is the new director of development

The Renfrew Victoria Hospital Foundation is pleased to welcome Barb Desilets as its new director of development.

Desilets has been a member of the organizing committee for the Caring For Tomorrow charity golf tournament since it was founded nine years ago.

"This is a natural and exciting extension of that involvement," she says. "That's what sparked my interest."

With a background in human resource management, most recently working for Mitel in Kanata, the Renfrew native looks forward to taking her community involvement to a professional level.

"This is a great opportunity for me," she says. "I've always made a strong effort to be involved in community initiatives. I'm so happy to have this chance to combine that with my career."

Jim Lemenchick, chair of the RVH Foundation, says Desilets' skills and enthusiasm will serve the organization well.

"We had a field of excellent candidates. It was not an easy choice," he notes.

"Barb is a real spark, very personable," he adds. "She makes people feel better when she's in their presence. She'll be a great representative for the foundation."

Desilets intends to continue the RVH Foundation tradition of raising awareness and spearheading community support for the hospital.

"The commitment is there, that's clear," she says. "My job is to make sure people know where the money is needed, and to keep them informed about the tremendous difference their contributions make."



**RVH Foundation Director of Development Barb Desilets.**