



GRAND ROUNDS

A decade of putting patients first

After 10 years as RVH's Clinical Manager of Nephrology, Janice Verch-Whittington still feels incredibly lucky to have "fallen into" a job at RVH.

"I ended up in this amazing place that has good leadership and staff, where we can do good things for our patients," she enthuses.

When Verch-Whittington arrived on the scene in 2004, plans were just being developed for a satellite dialysis unit in Pembroke and the implementation of a peritoneal (home) dialysis program, so patients wouldn't have to travel to Ottawa for support.

"I realized shortly after I came here how much it means to patients not to have to

travel for care—they are thrilled and grateful for care close to home and would be happy to have treatments in a corner, in a closet, wherever," states Verch-Whittington.

She has made it her mission to ensure that patients have a nice atmosphere for the treatments that take several hours each, three times a week.

According to Verch-Whittington, the challenges now are growing numbers of patients and scheduling around transportation, work, and lifestyle.

She is very excited about the benefits patients will reap from the current expansion and redevelopment project. "I truly believe this needed to be done," she states. "Patients

are in for a big surprise when it's finished—the entire hospital will be like a new place."

She is especially excited for her hemodialysis patients.

"With the new centre, we will have flexibility, and that will contribute to patients' quality of life—and we are talking about the rest of their lives," she emphasizes.

"We will be able to improve their treatments with a home-like atmosphere,

flexible scheduling and provide treatments with as little impact as possible on their lives."

For Verch-Whittington, there are a number of reasons why RVH has been a perfect fit: professional support, leadership and a strong vision, but mostly it aligns with her personal philosophy, "I Choose RVH because it's always about the patient, patient-centred care," she concludes.



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