

Grand ROUNDS

RVH staff member shares new perspective as a patient



“No one wants to be a patient in the hospital, but if you have to be, Renfrew Victoria Hospital is the place to be.”

Those are the words of Mavis Johnston who worked in the RVH nursing office for 26 years.

Mavis retired in 2015 and came back not once but three times to help out with staffing. She finally retired again in March 2020, and since then has been diagnosed with cancer.

After all her years at RVH, Mavis has a very close relationship with many of the staff but now, as a patient, is seeing everyone in a different light.

“Mavis has always been there for RVH when we needed her, and the RVH family was eager to step up when Mavis needed us after her cancer diagnosis,” says Chris Ferguson, VP of Patient Services.

“The staff have been amazing, so thoughtful and kind, very patient and understanding and truly caring, not only for me,” says Johnston, “I witnessed how wonderful they were with my roommate.”

It’s not Johnston’s first experience with the care provided by RVH. Her husband received care at RVH for three months prior to his passing.

“The medical team gave him the best care and the staff was so compassionate,” recalls Johnston.

Johnston also appreciates and wants to recognize the care and compassion of others in our community who deal with patients, and the compassionate assistance provided for end-of-life preparation. That includes lawyers and bankers who help to ensure that affairs are in order for family, so they are not burdened with the task.

She also experienced the integration of services between RVH and The Ottawa Hospital (TOH), a partnership that helps to ensure access to the highest quality of care possible. “The entire management of my care has been incredible and I have witnessed how wonderful the collaboration is, having care at both locations.”

RVH is truly second to none, states Mavis’ daughter Krista Johnston.

“We couldn’t ask for a better circle of care for my mother during this time. From environmental services, to the kitchen, palliative care and clinical teams, we see how hospital staff are working every day to ensure patients are safe, comforted and cared for during these uncertain times. Staff have so many obstacles to overcome during this pandemic and yet they always put their patients first. We truly can’t thank them enough.”