

Talk it up Victoria



Renfrew Victoria Hospital

Your Community Healthcare Centre

Volume Four, Number One

April 2005

Specialists' clinics are a growing concern

"Business is booming," comments Jim Legree, nurse manager of emergency and ambulatory care at RVH.

As he speaks, people are bustling around him - greeting patients, arms loaded with charts, doing whatever it takes to care for the 40,000 or more people who visit that wing of the hospital in a year.



Mary McKinnon begins an eye exam with Dr. Walter Delpero, one of three ophthalmologists who visit RVH.

Legree notes that more than a quarter of those visitors were at RVH last year to attend specialists' clinics.

"They come in from the whole Upper Ottawa Valley," he says.

Clinics are held at RVH each and every weekday.

Approximately 30 doctors from Ottawa and Pembroke provide care in 21 different specialized areas of medicine such as bone densitometry, dermatology, geriatric assessment, urology, women's wellness and cancer care. Dermatology and cardiology services have been the most recent clinic additions.

"We've pretty well got everything covered," Legree says.

The doctors offer the full spectrum of care, from initial diagnosis through active treatment that can include medical counselling, prescriptions and even surgical intervention.

Dr. Scott Murray's urological services provide a good example of the range of care available through clinics. Consultations with him are now regularly done through telehealth, connecting his Pembroke office with Renfrew area patients through a special video telephone link. At the other end of the continuum, Dr. Murray can perform cystoscopic procedures right in the clinic, assisted by a nurse from the RVH operating room.

"It's quality, specialized care, right here at home," Legree says of the RVH clinics.

A planned approach for quality care

When Kent Tubman watches the stream of traffic going in and out of the RVH ambulatory care clinics, he sees the results of a carefully planned health care strategy.

"This is the result of our administrator's insight into what we could do to offer that higher level of service within a community hospital budget," says the chair of the hospital board.

"It's been a conscious effort driven by our desire to best serve the community without increasing our overheads," he adds.

RVH CEO Randy Penney says ambulatory care clinics are consistent with the overall community-based approach to health care in Ontario.

Specialist clinics bring a variety of health benefits to a rural community.

- First and foremost, visiting specialists bring a depth of knowledge and experience to the patients who need it.

- The hospital can contain costs. The specialists require a minimum of professional support. At RVH, clerks from the admitting staff rotate through the clinic duties where they manage the reception desk and book appointments for some of the doctors. The clinics are also supported by a small team of registered practical nurses.
- The convenience factor for patients, who would otherwise have to travel for care, is clear.
- Local doctors also gain. They can work side-by-side with the experts in various medical fields, gaining experience in specialty medicine and keeping up-to-date on the latest developments. Often, specialists will meet with local health care professionals over lunch or after clinic hours to share information, either through informal conversations or more formal teaching methods.

"The intent is that they leave knowledge and expertise with our staff and our physicians," says Penney.

Cancer care partnership brings Ottawa services to Renfrew

A half-eaten sandwich and cold cup of coffee sit beside the patient files in front of Dr. Vince Young.

The Ottawa cancer specialist ignores the remains of his lunch, turning his attention instead to his dictaphone and the laptop computer in front of him.

Such is a day in the life of a visiting oncologist at Renfrew Victoria Hospital.

Each doctor will see approximately 20 patients - reviewing chemotherapy treatments, adjusting doses as necessary, dealing with complications and concerns, or taking newly-diagnosed patients through those first difficult steps as they begin to deal with cancer.

Since 1993, cancer care has been provided at RVH as a satellite service of the Ottawa Regional Cancer Centre and Cancer Care Ontario. Dr. Young travels from Ottawa with Dr. Olu Agboola. They lead a local team that includes Doctors John Matosh, Art Dick and Stephanie Langlois, as well as oncology-trained nursing and pharmacy staff. Together, they provide comprehensive cancer services and coordinated treatment to patients from throughout Renfrew County.

"It's a great team," says Dr. Agboola.

Over the years, he has been actively involved in educating the Renfrew health care professionals about new cancer drugs and technologies, and advances in cancer research. His teaching has involved both formal lectures to staff and ongoing conversations as they work together in the RVH clinic.

"That's the beauty of the community clinics," he says. "We get to know each other and work as a team."

By working together, the RVH cancer clinic has been able to expand over the years. Nurses in Renfrew are now able to

administer all types of chemotherapy for all types of cancer. They are also trained to insert PICC (peripherally-inserted central catheter) lines, which provide intravenous access without repeated needle punctures.

The skills and knowledge that have been gained by RVH staff make it possible for local patients who do not require radiation to go through their full cancer treatments without going to Ottawa.

RVH is unique among small hospitals for taking on such complex and demanding levels of care.

"We're very progressive," says Oncology Nurse Manager Cindy McLennan, noting that members of the local team have made presentations at national conferences because the scope of oncology services at RVH is unique to such a small institution.

"It's a very valuable program for the local people," comments Dr. Young. "They feel a huge degree of comfort being treated in their own community."



Dr. Vince Young and Dr. Olu Agboola.

The local perspective on cancer care

Marilyn LeClaire understands the importance of having cancer care close to home.

"I'm a survivor," says the RVH cancer clinic volunteer, recalling the many difficult trips she made to Ottawa for treatment.

LeClaire's cancer diagnosis was in 1991, just two years before RVH opened its satellite clinic to provide oncology services for Renfrew County in partnership with the Ottawa Regional Cancer Centre and Cancer Care Ontario.

She is so impressed with the local service that she spends one day a month volunteering at the clinic.

"I feel I'm helping people," she says. "I also know a little about the routine and what they're going through."

LeClaire received both radiation and chemotherapy treatments during her battle against cancer. She's been told many times by patients that they appreciate her support and the fact that she can relate to their experiences.

As a native of the Calabogie area, LeClaire also knows many of the people who attend the clinic. Finding familiar faces in a familiar setting can help to relieve the jitters most patients feel.

"It's a very warm atmosphere here," she notes. "The doctors are so nice to work with. They treat us like we're all on the same team, and the patients can certainly sense that."

Marlene Kauffeldt can confirm that statement. Two years ago, the RVH registered practical nurse was diagnosed with breast cancer. She now makes regular visits to the hospital's cancer clinic.

"If I had to stand on my head to have it here, I'd do it," she says. "I've had all great experiences."

Recently, Kauffeldt was even able to have an ultrasound-guided biopsy performed in Renfrew. Waiting times in Ottawa for that type of procedure are normally at least three weeks. RVH was able to get it done within days.

For Kauffeldt, the advantages of care in her home community are beyond measure. She knows the people. She knows the hospital. And she doesn't have to make long trips for quick appointments when she's sick and tired.

"By the time you get done in Ottawa, it's usually a whole day," she says, adding, "For people travelling from Chalk River or Deep River, it's even worse."

In contrast, appointments at the RVH cancer clinic often take just an hour or two.

"You can have a normal lifestyle around it," Kauffeldt concludes. "It's fabulous."

Pediatrician helps local doctors get to the root of children's health needs

Brenda Gilchrist loves the fact that she can schedule her son's pediatric appointments during his lunch break.

"We're not here very long, maybe 15 to 20 minutes with the doctor," she says, noting that a similar session with a specialist in Ottawa would eat up a whole day.



Brenda Gilchrist and her son William with Dr. Ken Gfeller.

Her son William, in grade 3 at Horton Public School, was referred to Dr. Ken Gfeller by their family doctor.

Mrs. Gilchrist is impressed with the specialist's thorough approach in reviewing all aspects of William's health, including his diet and sleep.

"I don't want a quick fix," she says. "I want to try to deal with the root of the problem, without getting into severe medication."

As the Gilchrists leave Dr. Gfeller's office, Tracy Prince prepares to enter with her daughter, Kylar Hartwick. Kylar has been referred by their family doctor because she can't drink milk or juice. Dr. Gfeller's job is to ensure the two-year-old is getting all of her dietary requirements.

"They said that this is the man to see," says Prince.

Dr. Gfeller is in Renfrew once a month. He likes the more relaxed atmosphere of community hospitals, where he can devote half an hour to each new patient.

"They do get extra time here," he says of his rural patients, who present with everything from attention deficit disorder to asthma, developmental issues or more acute health problems.

there. His interest in reconstructive and cosmetic plastic surgery developed, and a speciality practice was born. For the past 10 to 15 years, Dr. James has been providing regular clinics at RVH.

About once a month, time is booked for Dr. James in the RVH operating room. His areas of speciality include breast reduction and augmentation, abdominoplasty and liposuction. He also performs a lot of hand surgery, including interventions to deal with carpal tunnel syndrome.

Community clinics provide him with a change from the regular medical office routine, says Dr. James, who also has hospital privileges at the Queensway-Carleton in Ottawa, and in Almonte, Carleton Place and Arnprior. His visits to Renfrew also give him a chance to enjoy regular lunches with his mother, he adds with a smile.

Headache specialist enjoys RVH's positive attitude

As a neurologist, Dr. Lucien Sitwell, seen below left with patient Melanie Dick, specializes in the treatment of migraines and other persistent headaches as well as spinal cord injuries, epilepsy, damage to the nervous system, or a variety of pain syndromes.

The local demand for his services has prompted the director of The Ottawa Hospital headache clinic to increase the frequency of his Renfrew clinics over the years. When required,

he is at RVH as often as once a week.

"I'm still here because I enjoy it here," he notes after more than a decade of travelling to RVH. "I get to see things here that might be shuttled off to a subspecialist in a bigger centre."

Women's health expert brings valuable experience to RVH

When Dr. Elaine Jolly visits Renfrew Victoria Hospital, she usually brings along a team of eager medical students. "They really enjoy coming," says the internationally-recognized expert in women's health. "They're made to feel very welcome."

The students are senior residents or fellows who are completing their education and focusing on care specializing in menopause or gynecology. Together with Dr. Jolly and Dr. Gihad Shabib, they see as many as 20 women from the Renfrew area each day they are at RVH.

"We feel that we are doing a great service," comments Dr. Jolly. "This is good for the Renfrew-Pembroke area. The connection is great."

While in Renfrew, Dr. Jolly has shared her knowledge with local professionals, including Doctors Sharon Collins, Ellie Morch and Cathy MacDonald and Nurse Practitioner Alison Collins who head up the RVH women's wellness program.

The local doctors also tend to patients at the clinics whenever possible, which allows them to "learn on the job" and continuously upgrade their knowledge and experience.

"It's an excellent experience for everyone," says Dr. Jolly.

For Dr. James, coming to Renfrew is coming home

When Dr. Ray James, below right, regularly found four or five people from the Renfrew area on his patient list in Ottawa, he considered it a call to head back to his roots.

The 1962 graduate of Renfrew Collegiate Institute had once considered establishing a family practice in his hometown. He would have been following in the footsteps of his father-in-law, Dr. Herb Handford.

However, as part of his early career as a general practitioner in Toronto, Dr. James assisted a plastic surgeon



From the patients' perspective:

Trudy Luloff lives just outside of Quadeville and works in Foymount. When her family doctor referred her to a dermatologist, she just walked down the hall to the RVH ambulatory care clinic, where Dr. Elgin Duke was seeing patients that day.

Dr. Duke was able to see her in addition to his regularly scheduled Renfrew patients, saving Luloff an extra trip to Renfrew for his next clinic.

The fact that he is a member of the RVH caregiving team meant she did not have to travel to Ottawa for specialized care.



Rose Simpson sees Dr. Nicole Delbrouck, the kidney specialist, every three months.

“She just makes your day,” Simpson says. “I get wonderful care here. You couldn’t wish for a better staff.”

“It would be pretty hard to do without them,” she adds.



Advancing diabetes has caused Roy Dale’s eyesight to deteriorate to the point where he can no longer work or drive.

“Losing your sight is not only a burden to you, but also to your loved ones,” says the Haley Station resident.

Avoiding trips to Ottawa for regular medical appointments relieves some of that burden.

Dale notes that a trip into town can often be arranged with relatives or friends who can coordinate it with their own schedules, whereas a trip to Ottawa often requires hiring a driver.

“I’m very fortunate to have the doctors I have,” he concludes.

Dale also notes that the separate clinic area in the emergency wing at RVH is easy for him to access as a visually-impaired person.



A stubborn virus has resulted in six visits to Dr. Walter Delpero’s ophthalmology clinic for Dennis Patient since last May. Each time he makes the quick trip from his Airth



Above, Dr. Elgin Duke consults with Trudy Luloff. Left, Dennis Patient.

Boulevard home to RVH, he thinks about the alternative: the long drive to Ottawa, paying out \$15.00 to park in the city, finding his way around a large institution...

“This is a heck of a good idea as far as I’m concerned,” Patient concludes as he looks around the RVH clinic waiting room.

The many specialities provided at RVH

Area of care	Physician
Bone densitometry	Dr. Egils Mierins
Dermatology	Dr. Elgin Duke
Ear, nose and throat	Dr. Jeff Jones
Geriatric assessment	Dr. Barbara Power & Dr. William Dalziel
Internal medicine, pulmonary function, echo and stress testing	Dr. Sharon Collins
Mammography	Dr. David Lyons
Nephrology	Dr. Nicole Delbrouck & Dr. Amtul Musawir
Neurology	Dr. Lucian Sitwell
Oncology	Dr. Vince Young & Dr. Olu Agboola
Ophthalmology	Dr. Robert Britton, Dr. William Britton & Dr. Walter Delpero
Orthopedics	Dr. Peter Thurston
Pediatrics	Dr. Ken Gfeller
Plastic surgery	Dr. Ray James
Physical medicine & electromyography	Dr. Kadambi Sitaram
Rehabilitation medicine	Dr. Debbie Timpson
Rheumatology	Dr. Robert McKendry & Dr. Douglas Smith
Respirology	Dr. Judy Leech & Dr. Q. Alikhan
Sleep lab	Dr. Judy Leech
Urology	Dr. Scott Murray
Ultrasound	Dr. David Lyons
Women’s wellness clinic	Dr. Elaine Jolly, Dr. Gihad Shabib, Dr. Ellie Morch and Dr. Cathy MacDonald

Talk it up Victoria - the Renfrew Victoria Hospital newsletter

Renfrew Victoria Hospital, 499 Raglan St. North, Renfrew, Ontario K7V 1P6 • www.renfrewhosp.com

CARING *for* TOMORROW

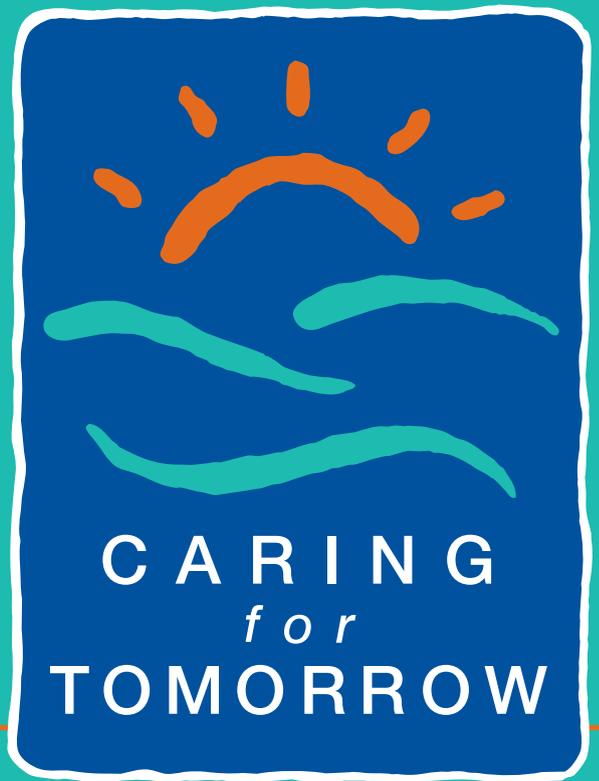
News from the Renfrew Victoria Hospital Foundation

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



Thank you for caring!

Renfrew Victoria Hospital has received a wealth of support during the first quarter of this year.

We pay tribute here to the people of the region, who come forward in so many wonderful ways to support our work.

When Ontario Health Minister George Smitherman visited RVH in February, he called the hospital a “role model for others” and a “pace setter”. When he was asked about the reasons for RVH’s success, he immediately pointed to the connection between the hospital and the community it serves.

“They’re just woven together in a very beautiful and meaningful way,” he said.

We agree, and we celebrate that connection here.



Lynda Kingsbury, top photo with RN Lynn Campbell, donated proceeds from her Christmas tree sales to RVH; Gary Peters, bottom photo with RVH’s Barbara Symington, presented the Denbigh Griffith Lions Club’s fourth annual donation of \$5,000.



Recent contributors have included, from top, the Calabogie Lions Club, represented by Karl Murphy and John Gervais, completing their \$7,500 pledge; the Loyal Orange Lodge #1384, represented by David Reid, Dave Storie and Norm Eady, with an installment of their \$5,000 pledge; and RVH’s Julia Boudreau receiving \$2,000 from myFM’s Scott Arsenault, Bob Rose and Ben MacMurchy, the result of their on-air weight loss campaign.



The annual Tree of Lights campaign raised a total of \$65,000 for new obstetrical equipment at RVH.

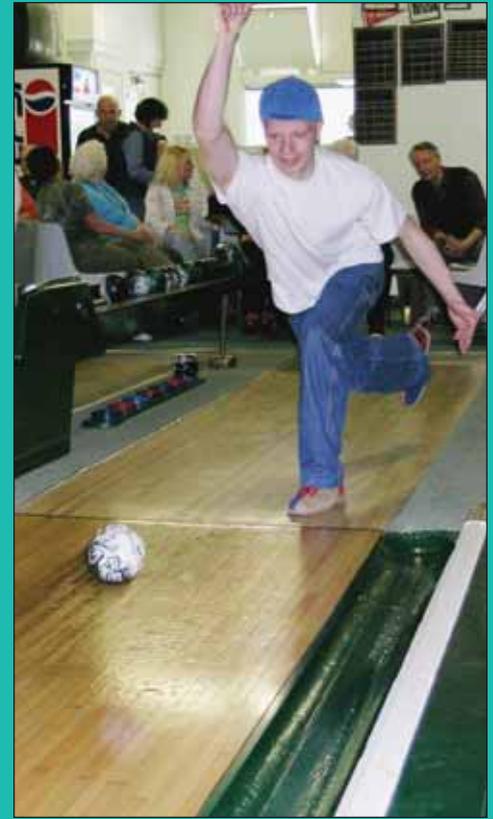
Checking out some of the new equipment is, from left, new mom Stephanie Wright with baby Abby and RNs Lynn Campbell and Sue Collins.

And special thanks to:

- Janet Robertson for supporting RVH at her “Celebration of Life”
- The Upper Ottawa Valley Wine Society, which raised funds for RVH at its fourth annual wine tasting event on February 4.



Renfrew's Amigos did it again! Their 10th annual Easter Monday dinner at the Armouries was another success, thanks to the overwhelming support of the local community. Preliminary reports indicate that more than \$11,000 was raised this year for the RVH mammography unit. Over the years, this fundraiser organized by Janet Robertson, Annette Miller and JoAnn McGregor has raised more than \$90,000 for our hospital.



The Loyal Orange Lodge #1384 hosted its 11th annual Bowlathon for the RVH dialysis unit on March 13. Bowler Chris Jedrzejczak, seen in action here, helped raise the \$4,500 gathered through this year's event.

Gerry Richards – A foundation profile

When Gerry Richards joined the Renfrew Victoria Hospital board in 1990, he arrived with no previous experience in the health care field.

"It's been a great place to learn," he now says. "It's been a tremendous experience to watch the hospital grow."

High on his list of highlights over the past 15 years is the formation of the hospital foundation. Richards remembers the very first brainstorming session in Bob Stark's livingroom, where they were joined by Murray Burwell. He credits Bob Stark for inspiring the vision that resulted in the foundation that now contributes so much to RVH.

"He set the leadership role and took that challenge on," Richards says, adding, "It took off beyond all expectations."

As a director on both the foundation and the hospital boards, Richards knows first-hand what a powerful combination they make.

"The foundation and the growth of the hospital have gone hand-in-hand," he says.

Other highlights for Richards have included the development of the ambulance centre on hospital property, the recent conversion to a digital imaging radiology service, the "numerous construction projects", and the development of the outpatient clinics, which are highlighted in this issue of Talk It Up Victoria.

"That's allowed us to reach a lot of people," he comments.

Health care's universal nature is what appealed to Richards when he was approached by a neighbour about serving as Horton Township's representative on the RVH board.

"It's something that everyone is going to use," he says.

For that reason, he chose to make the hospital his only volunteer commitment. The rest of Richard's time is consumed with his job as a maintenance coordinator in the die casting and machining department at Trimag and the hobby farm he operates with his sons. Together, they manage about 50 head of cattle on their 250-acre cow-calf operation.

The farm represents Richards' deep roots in the region. While he was raised in Ottawa and only moved to the Renfrew area 21 years ago, he estimates that the property he calls home has actually been in his family for about 180 years.

"It's a good location to raise kids," he says, explaining that the oldest of his four children was 10 when they settled there.

"It's a great place to live," he adds.

