

Community Connection



Pembroke Regional Hospital Spring 2018 Edition

*Leading, Learning,
Caring For You*

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PRH Welcomes Third Orthopaedic Surgeon



Dr. George Mathew

The surgical team at Pembroke Regional Hospital is excited to announce the recent arrival of orthopaedic surgeon Dr. George Mathew.

Dr. Mathew who began seeing patients in early January, joins Dr. Christopher de Jesus and Dr. Natasha Holder as the department's third orthopaedic surgeon, following the departure of Dr. Ingrid Radovanovic.

"Dr. Mathew exemplifies a team player," said PRH Chief of Surgery Dr. Colleen Haney. "His skill, compassion and focus on patient care make him an excellent addition to our surgical team."

Born and raised in India, Dr. Mathew was no stranger to the healthcare field as his mother had a 28-year career as a nurse and his father was a physiotherapist. He said it was through his father's specialty that he developed an interest in orthopaedics. "In physiotherapy you see the great results that come from your work with patients," Dr. Mathew said.

"I have that same experience in orthopaedics – it's very satisfying. I love it when my patients have been treated and come back to me with a smile to say that they have been given their life back. To see the results is very rewarding," Dr. Mathew said.

Dr. Mathew earned his Bachelor of Medicine and Bachelor of Surgery degrees at the University of Madras in India, after which he specialized in orthopaedics, earning a diploma in that specialty at the Manipal Academy of Higher Education.

Recognizing that most of his mentors in the field were trained in Great Britain, Dr. Mathew then spent six years in England.

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Connecting to Care Radiothon Raises More Than \$42,700

March 1st was officially proclaimed by City Council as Connect to Care Day in Pembroke! The Pembroke Mall was a hub of activity as valley residents stopped by to visit hospital displays, listen to local musicians and support the Pembroke Regional Hospital.

With incredible community support, the Connecting to Care Radiothon raised over \$42,700 to advance local health care services for families in the region!

A huge thank you to all of the volunteers, PRH Staff, the event sponsors, and to all of the generous donors who supported the event!



New Community-Based Outpatient Program For Stroke Survivors Will Assist With Hospital To Home Transition

Renfrew County stroke survivors will soon benefit from a new outpatient program which offers a specialized team approach to stroke rehabilitation.

The announcement of a new Community Stroke Rehabilitation (CSR) program comes as welcome news to health care partners, patients and their families who, for some time, have been asking for such publically funded services. Thanks to the recognized need and funding by the Champlain Local Health Integration Network (LHIN) - Home and Community Care, the new bilingual program will be administered in partnership with the Pembroke Regional Hospital, and available for Renfrew County residents.

"This program addresses a gap in services for stroke survivors who currently can only access publically funded stroke rehabilitation while they are inpatients in a hospital," said Theresa Grant, Project Manager for the CSR program with the Champlain LHIN, who added that there are only two other programs in the Champlain LHIN that provide this type of service – Bruyere Continuing Care outpatient clinic in Ottawa, and a CSR program in a part of the eastern counties.

The program which includes care coordination, nursing, occupational therapy, physiotherapy, speech language therapy and social work will provide intensive, time-limited stroke rehabilitation targeting individual patient goals. An important aspect of the program is the integration into ongoing community programs and services.

Sabine Mersmann, Vice-President of Patient

Services – Seniors and Community Care at PRH said the introduction of a service like this for our region will be a real benefit for patients who are well enough to return home but are far from complete in their rehabilitation journey or only need outpatient services after their acute stay or hospital visit. "We are very pleased to be part of this program which will address what has been long identified as a significant gap in our community," Ms. Mersmann said.



Sabine Mersmann

Starting March 26th, patients who meet the program's criteria will be referred directly from the hospital's Acute Stroke Unit, Stroke Prevention Clinic and/or the Stroke Rehabilitation program. Patients will be seen once or twice a week for each type of therapy for eight to 12 weeks in a clinic setting located at PRH, the District Stroke Centre for Renfrew County. Some patients may receive services in their homes. All patients will be provided with a home therapy program to continue therapy throughout the week.

"The extension of post-stroke care through an outpatient program like this will result in tangible improvements for our patients," said PRH physiatrist Dr. Debbie Timpson. "Patient outcomes from similar programs in other parts of the LHIN have shown increased ability and satisfaction with performing every day tasks, reduced post-stroke depression and overall improvements in a return to normal living post stroke."



Spotlight on your new 2017-18 PRH Foundation Board Members



Lisa Edmonds – Chief Executive Officer of EGM Insurance, Lisa is a local business and community leader, and philanthropist.

“It is important for us to give back to our community, as we see first-hand the benefits to having top-notch health care in the Valley. I know so many people who have had an MRI, cancer treatments and dialysis right here, close to home. That would not have been possible without our community backing.”



Kelley Whitman-McKie – Owner of McKie Pools and Spas Inc. in Pembroke.

“The Pembroke Regional Hospital is a vital part of our community. It is my wish that I can help make a difference and help the Hospital. My family knows, first-hand, the impact of having cutting edge medical equipment (like an MRI) available close to home and I look forward to helping improve the health care advancements for families here.”



Tim McCann – Born at Pembroke Regional Hospital and raised in Pembroke, Tim has been a private practice lawyer in Pembroke since 1998.

“The Pembroke Regional Hospital is an enduring institution that has served our community for over 100 years. It is a privilege to be a member of the Board which seeks to improve the well-being of the Community through the advancement of this grand Hospital.”

Join our Board of Directors

Are you interested in helping to shape the health care in your community? We are looking for community philanthropists who want to contribute their strategic skills and insights to help advance local health care services.

Apply to join our Pembroke Regional Hospital Foundation Board of Directors. Call us, or visit prhfoundation.com for more information.

Cutting Edge Campaign



With incredible backing from local families and businesses over the past decade, our Hospital has transformed into a centre of health care excellence offering expanded services including CT, MRI, dialysis, chemotherapy, and regional stroke and mental health programs.

With expanded services, including orthopaedics (as of January, 2017), the time has come to update the inpatient surgical space that no longer meets modern standards. On top of equipment costs for our orthopaedic program, the provincial government only partially funds capital costs and that is why we need the support of individuals and business donors like you.

After a quiet launch in late 2016, the *Cutting Edge Campaign* has raised more than \$1.25M (of the \$2.5M goal) through generous community support. As we continue to pull together to bring best-in-class health care closer to home, **please consider making a donation, organizing a fundraiser, or participating in one of many fundraising activities or events.**

Save the Date! Custom Draperies & Blinds is hosting a *Red Carpet Event* on May 31st, celebrating 35 years in business with all proceeds supporting PRH.



From left: Nancy Warren (PRHF), Pierre Noel (PRH), representing the Pembroke Petawawa Lions Club Jessica Walker, Gerry Haley, Dan McGean, Mike Potvin, and Jackie Cotton

A heartfelt thank you to the families in our region...

...who have recently directed In-Memoriam and Estate Gifts to the Pembroke Regional Hospital Foundation. Your thoughtful donations stay right here in our community and support health care advancements that enrich the lives of our local families today and for years to come.

Sister Adeline Ryan	Christine J. Jackson	Eileen Lavigne	Jean M. McLaughlin	Lyla A. Holmes	Oscar Lafrance	Sally Rafuse
Adriano Lovisa	Dan Brumm	Elaine P. Chaput	Jerry Harrington	Lynne Nesbitt	Frances P. Hunt	Sandy Dauphinee
Aldena Leeck	Dan J. Rennick	Emgard A. Borne	Joan E. Ziebell	Madaline C. MacDonald	Patricia L. Timm	Sheelah M. Burbage
Ann Pearman	Denis Holder	Francis B. Pecoskie	John C. Anderson	Maia B. Popke	Patrick Brennan	Sister Shirley Crozier
Arlene Nighbor	Denise Larcher-Lahti	Franziska Kuzniarz	John J. Sernoskie	Manuel Barroso	Paula Wordragen	Susan C. Clouthier
Arnold MacIntosh	Dianne St. Pierre-Spencer	George Sullivan	Johnny Bylick	Margaret D. Zadow	Pearl M. Johnston	Teresa C. Knott
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Brian Reid	Doris Kilborn	Isobel M. Sack	Lillian Burns	Mary J. Tessier	Sister Rita Mulhoney	Willy Buechman
Bryan Kenny	Dorothy Devine	James R. Smith	Lois Rayson	Michael Scharff	Roger Bouffard	Lynne Nesbitt
Carmelita Gleason	Father Doug Morris	James Sheridan	Loretta Graham	Mona M. Furlong	Roland M. Junop	
Cecil B. Munro	Douglas Soule	James M. Winton	Lorraine Kealey	Monte R. Neadow	Rudi Stiege	
Christina Woermke	Douglas Switzer	Jane A. Reynen	Lucille Sullivan	Norman J. Durepeau	Sadie Simpson	

Donations can be made in person, over the phone, or on our website, and In Memory cards are available.

“We are very fortunate as a community...”



Steve Halpenny - former CFO of Atomic Energy of Canada Limited

In January I required emergency services for a really serious illness. I was provided professional care by many members of the health care team (from the initial assessment, to X-ray, CT scan – all within hours of my arrival). I was hospitalized for a week. During that time, the care and interest that I received from the staff – who wanted to do the best for my recovery – was remarkable.

It really struck home to me how far our hospital has come in terms of serving our community. I strongly believe we are very fortunate to have many new services and the hospital's high-end facilities available to us so closely – that means less travel. I also believe it's important to continue supporting our Hospital and its fundraising, know I will and encourage everyone to do so.

Please contact the Foundation Office to make a donation, organize a fundraiser, or participate in one of our many charity activities & events:
705 Mackay Street, Pembroke, ON K8A 1G8 / 613-732-2811 Ext. 7408 / foundation@prh.email / prhfoundation.com

PRH Welcomes Third Orthopaedic Surgeon...Continued From Front

There, he earned fellowships from the Royal College of Surgeons in Edinburgh and Dublin (FRCSI) and a Master of Science at the University of Central Lancashire.

During that time he also worked at the world famous Wrightington hospital where joint replacement surgery was pioneered.

With a desire to pursue further hands-on clinical research, Dr. Mathew's education journey brought him to Canada's McMaster University in Hamilton, Ontario where he completed two years of clinical research.

Dr. Mathew finished his Residency in 2014 after which he did three Fellowships, the first in lower limb reconstruction at the University of Toronto through Sunnybrook Hospital, the second at St. Michael's Hospital in community orthopaedics and a final fellowship in foot and ankle surgery at the Jewish General Hospital

McGill University in Montreal.

"It's been a long, fascinating journey," Dr. Mathew said of his formal education which ended last July and spanned several continents, included clinical, research and hands-on training, allowed for teaching opportunities, publications and presentations and led him to a point where he was seeking a place to set up a permanent practice.

Since July of 2017, Dr. Mathew took on a number of short-term placements at hospitals in Newfoundland and the Hamilton area, then at Pembroke Regional Hospital this past October.

"Of all the places I have worked, I enjoyed my time here the most. I enjoyed the camaraderie here and the level of teamwork I experienced," he said, adding that the surgical team is a great group that gets along which made it an easy decision for him when offered the position in an

orthopaedics program which is still relatively new.

Among other skills, Dr. Mathew brings to the program experience and expertise in the core procedures such as hip and knee replacement, and foot and ankle work.

Dr. Mathew said he's looking forward to helping the team expand the program, adding that he has been warmly welcomed by all.

"There is an amazing sense of gratitude from patients here that I have not seen in other places," Dr. Mathew said, adding that many have expressed their thanks for him selecting our community.

And in the coming months he also looks forward to having his wife, son and daughter move to the area from the family's current home in Hamilton.

A Spotlight On...Our Radiologists

Over 72,500 medical imaging exams were performed last year at the Pembroke Regional Hospital. This included 7,200 MRIs and over 13,000 CT scans.

In addition to magnetic resonance imaging (MRI) and computed tomography (CT), the array of imaging modalities at PRH includes ultrasound, echocardiography, nuclear medicine, radiography (X-ray), mammography, (Ontario Breast Screening Program), bone mineral densitometry, and fluoroscopy. Each modality produces medical images which are reviewed and interpreted by radiologists, physicians who specialize in the diagnosis and treatment of disease using medical imaging. Their findings and diagnoses are reported to the referring physician(s) in order to ensure that patients receive appropriate and timely treatment.

At PRH, radiologists Dr. Raluca Antonescu, Dr. Abe Choi, Dr. Fred Matzinger, Dr. John Menzies, Dr. Pawel Stefanski and Dr. Marlene Van Gentevoort are an integral part of the Diagnostic Imaging department's multi-disciplinary team of at least 40 that includes imaging technologists and clerical support staff.

"Our group has doubled in size since the arrival of MRI two and a half years ago," said Dr. Matzinger, Chief of Diagnostic Imaging, adding that a seventh radiologist, Dr. Stephanie Kenny will join the team in 2019.

He said that having an MRI at PRH has resulted in fewer trips to Ottawa for patients and their families, and it has also been a significant support for orthopaedics and the surgical program. It has also been an asset for physician recruitment, adding that many recently trained radiologists will not work where there is no access to MRI.

MRI is especially useful in neurologic, musculoskeletal, and oncologic (cancer) imaging. It is the tool of choice for diagnosing joint injuries and tumors of the brain and spine, bones, soft tissues, liver and pancreas. It is also important in diagnosing seizure disorders and multiple



From left, Dr. Abe Choi, Dr. Pawel Stefanski, Dr. Raluca Antonescu, Dr. Marlene Van Gentevoort, Dr. Fred Matzinger and Dr. John Menzies

sclerosis.

Dr. Matzinger described the region's MR program at PRH as "the most efficient in the Champlain Local Health Integration Network (LHIN)", serving approximately 30 patients per day.

Even with the addition of MRI, CT continues to play a very important role in medical imaging at Pembroke Regional Hospital. The CT scanner is used in acute situations such as trauma, assessment of abdominal or chest pain, head injuries and stroke. It is also used in the diagnosis and staging of cancer.

"We also perform advanced CT examinations such as CT angiography which provides images of the blood vessels that supply the brain and other organs in the body and CT colonography (or virtual colonoscopy) for patients who are too frail or at high risk to undergo a standard colonoscopy or who have had an incomplete colonoscopy," said Dr. Matzinger.

Dr. Choi said it's important to remember that neither the CT or MRI would be here at PRH if it were not for the support and generosity of the community. While the Ministry of Health and Long-Term Care provides operational funding for this equipment, they do not provide the money to purchase the equipment or retrofit the space to house it.

Instead, the community in partnership with the PRH Foundation raised the \$4.5 million to purchase and house the MRI, as well as the two million dollars needed to purchase the hospital's first CT in 2002, and its replacement in 2010.

The radiologists review thousands of images each day. Part of that volume includes mammography imaging as part of the Ontario Breast Screening Program (OBSP). For this work,

Pembroke Regional Hospital has been named one of the top performers in the Champlain LHIN based on data collected by Cancer Care Ontario, particularly in the areas of callback time, time to diagnosis and time to biopsy when necessary.

The PRH team has also received recognition for having a low callback rate and for appropriately selecting those who need to undergo a biopsy which is important given the stress that either of these outcomes can cause for a patient.

While many women already use this free provincial screening service (OBSP), Dr. Choi said it's important for all women ages 50-74 to take full advantage of it, adding that it doesn't require physician referral. Individuals meeting the age criteria simply need to call (613) 732-1463 to make an appointment for their screening mammogram.

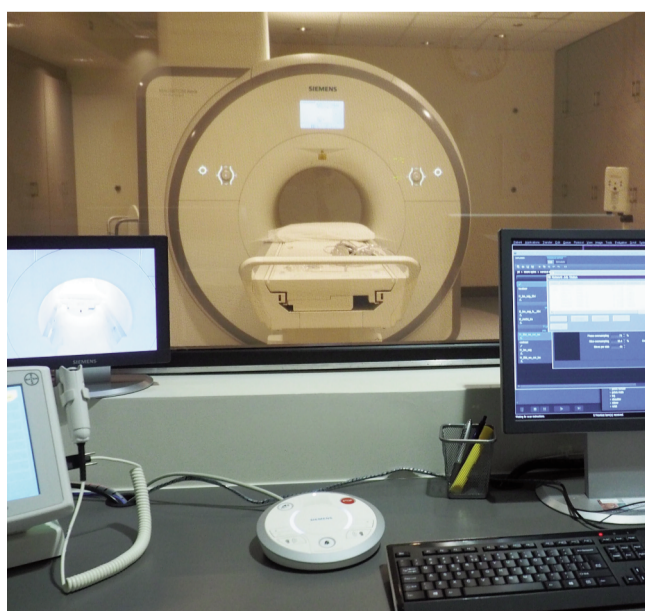
Ultrasound exams also account for a large volume of imaging at PRH, many for obstetrical or gynecologic assessments, or abdominal and pelvic pain while others such as cardiac ultrasound studies the structure and function of the heart.

Ultrasound imaging is also important for some cancer patients to ensure that the medication they are receiving isn't affecting their heart.

What many people may not know is that radiologists also regularly perform image-guided procedures such as needle biopsies of various organs such as breast, thyroid, lung and liver or lymph glands to diagnose cancer or infection.

They can also drain fluid collections in the chest or abdomen due to infection, recent surgery or cancer.

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A Spotlight On Our Radiologists...Continued From Page 3

Dr. Raluca Antonescu chose a career in medicine so that she could help people and improve their quality of life. She chose to specialize in radiology after recognizing the important role diagnostic imaging plays in diagnosis.

After studying medicine in Romania and France, Raluca came to Canada and attended the University of Montreal, completing medical school there in 2008. She then moved to the University of Ottawa for her radiology residency.

A practicing radiologist since 2014, Raluca entered the Breast Imaging fellowship program at McGill University and joined the team at PRH in 2016.

At PRH Raluca enjoys the collegiality in the department between the radiologists and the entire staff. She enjoys the direct contact she has with patients and the variety of practice that's available here.

In her spare time she enjoys reading, gardening and spending time outdoors.

Dr. Abe Choi chose a career in medicine so that he could contribute positively to society while being intellectually challenged. Specializing in radiology allows him to spend the majority of his day doing what he was trained to do, and he enjoys the interaction with both referring physicians and colleagues within the department.

Abe's career path began with a Bachelor's degree in Life Sciences and a minor in commerce which led to a year of work in corporate finance before realizing that medicine was indeed the right path for him.

After six years of practice, Abe enjoys the small professional community at PRH and the comfort level he feels with all of the referring physicians.

While he enjoys life in Pembroke, Abe loves to travel and has visited 30 countries on six of seven continents. Next on the list is Antarctica.

Dr. Fred Matzinger was born and raised in Pembroke and credits his father, Pembroke's first radiologist (1957) as the person who sparked his interest in a career in medicine and diagnostic imaging.

When Fred was young, his father would take him to the hospital on evenings or weekends. His father loved his work and always spoke of it with enthusiasm, predicting that imaging would grow by leaps and bounds with advances in computer science and engineering and that it would play an increasingly important role in diagnosis and treatment.

Fred earned his undergraduate and medical degrees from the University of Toronto and specialized in Diagnostic Imaging at Toronto General and Western hospitals, and Sick Children's Hospital.

For 21 years Fred worked at all three campuses of The Ottawa Hospital as a specialist in thoracic and breast imaging.

He is a clinical Associate Professor in the Faculty of Medicine at the University of Ottawa and has enjoyed teaching medical students and residents both in Ottawa and now Pembroke where he began practice as a community radiologist nine years ago.

Fred returned to Pembroke because he enjoys the warm, friendly and cooperative relationship between all members of the health care team. He says he has a great relationship with his colleagues in DI and said that they are constantly learning from each other.

While Fred has visited many places in Canada and abroad, his special place is his cottage near Fort William, Quebec where he enjoys the sunsets.



Dr. John Menzies grew up in Manitoba and became interested in medicine as a career after reading about African explorers Stanley and Livingstone. After graduating from university, he worked for a year as a Probation and Parole Officer then returned to university to study neurophysiology followed by medical school at the University of Manitoba.

In 1983 John completed a mixed surgical internship and then, because he was in the Armed Forces, he was posted to Gagetown, New Brunswick. Following that posting he spent three years in Europe and two in Kingston before beginning a radiology residency in Ottawa. John graduated in 1995 and spent five years at the National Defense Medical Centre.

In 2000, John retired from the military and moved to PRH. He said the past 18 years have flown by - in part because of the interesting work, great staff and colleagues and superb lifestyle.

He says he enjoys work at PRH and that he makes time for hobbies including boating, music and generally enjoying life in the valley.

Dr. Pawel Stefanski chose medicine as a career after being introduced to the more advanced sciences like microbiology, immunology and physiology. He was excited to learn about these topics, and he says he found them fascinating as they related to the human body, health and well being.

After graduating from the Health Science program at McMaster University, Pawel chose to stay at McMaster for medical school. While he initially had trouble selecting a sub-specialty because he liked them all, he zeroed in on radiology during his first summer elective after recognizing that it would allow him to study all aspects of medicine at the same time.

Pawel's residency took him to Ottawa and then on to Sunnybrook Hospital in Toronto for his Body Imaging fellowship which was completed in 2016.

What he enjoys most about PRH is the sense of community within the hospital, adding that it's a place where everyone does what they can to make the patient experience as optimal as possible resulting in a very welcoming atmosphere.

What few people may know about Pawel is that he's a huge New York Jets fan. Every Sunday starting in August he dons his jersey and cheers loudly. Although he says that his cheering may not have helped his team in the past few years, he's hopeful for the 2018 season.

Dr. Marlene Van Gentevoort has worked at PRH since September 1992, at which time she was the hospital's only radiologist. She says she won't be surprised if this is not only her first but her only professional place of practice.

Marlene completed her undergraduate studies and earned her medical degree at the University of Western Ontario. She completed her internship at the Ottawa Civic Hospital in 1988, followed by her radiology residency at the University of Ottawa which ended in 1992.

Marlene describes the radiology team as a collegial, flexible group that recognizes the need for balanced lifestyles while maintaining professional excellence and in fact, she's known Dr. Menzies and Dr. Matzinger for 28 years as they all initially trained and worked together in Ottawa.

With the support of her partners, coworkers and community, Marlene has been able to work full time and raise four children. She enjoys the lifestyle and open space in the Ottawa Valley and in recent years, she has resumed road cycling for health and relaxation benefits. She also enjoys cycle holidays in Europe.



Public Feedback Guides Improvements at the Pembroke Regional Hospital

In the summer and fall of 2017, nearly 1,000 Upper Ottawa Valley residents took part in community-based street surveys, focus groups, online surveys, and personal interviews about their hospital experiences and perceptions about PRH.

"One of our main goals is to continuously improve the patient and family experience," said PRH President and CEO Pierre Noel. "We regularly survey patients, but going out into the community in this way was new to us."

Mr. Noel said that some very helpful feedback was received, as well as some validation that the key areas currently being focused on for improvement are also those that were identified as a priority by the public.

Generally, the feedback confirmed there were few if any concerns with the quality of the care

provided at PRH, however, some people did comment on inconsistencies in their overall experience depending on whether they used the services in an urgent situation or came in for a less urgent need.

"Clearly, when someone comes to our hospital in urgent need of care this is provided in a timely way with a great deal of skill and compassion. However, in less urgent cases, people have commented that the wait times were sometimes longer than they had hoped and there are sometimes some frustrations that come to the surface as a result," he said.

The surveys also suggested that more can be

done to improve patient privacy throughout the organization, the patient experience in terms of communication and interactions, and to better identify members of the healthcare team. The feedback is now being used by teams working on improvement opportunities in various areas within the hospital.

"We have developed a very high-functioning Lean process improvement approach across the hospital and all of this feedback will help our teams direct their energy towards areas of improvement that matter most to the community," Mr. Noel said.

For those wishing to learn more about the survey results, an executive summary of the findings can be found on the PRH website at www.pembrokeregionalhospital.ca under the 2017 news archive.



Pierre Noel