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Media Release

Nurses Leading Change at York Central Hospital

Richmond Hill, ON: Health professional, caregiver, teacher, advocate, role model - these are a few words that describe the many roles nurses play each day. At York Central Hospital, nurses are positively influencing the patient care experience. They are focusing on what is most important to the individual patient to create a more caring environment and improved quality of life.

“Our goal is to provide compassionate and individualized care to each and every one of our patients,” says Nicole DiPaolo, Corporate Educator at York Central Hospital. “We serve a very culturally diverse community. Our patients are knowledgeable, articulate and eager to share how we can help them to meet their immediate and long term health care needs. Establishing a relationship which enhances communication and all other aspects of care is one of the key components of nursing practice.”

Think You Know Nursing? . . .Take Another Look

Nursing at York Central Hospital is broadening the compassionate and caring role of nurses by supporting them as they lead many new and innovative initiatives to improve the patient experience. In addition to on-going education on wound care, pain management, and the prevention of falls, nurses are leading teams taking on a wide variety of special projects.

Recently, York Central Hospital started a new Critical Care Response Team (CCRT) to provide early intervention to seriously ill patients. This team of specially trained nurses and a physician are able to respond quickly to prevent the patient’s condition from reaching crisis level. “This special support for patients and their caregivers across the organization has been very well received,” says ICU registered nurse Sean DeJardine. “This is an opportunity to use the specialized knowledge and skill of the RN to meet the urgent needs of patients. It is an exciting step forward for nurses in our hospital.”

Nurses are part of a team of health professionals working together to improve the health care information and education materials offered to patients and their families. Research shows that patients who understand their health concerns, and its effects on the body and are actively involved in the decisions surrounding their care, often do better. “Providing patients and their families with timely, user-friendly information and ensuring they have the necessary knowledge and skills to successfully care for themselves when they return home is an important initiative” says Shawna Swartz, Project Manager.

In addition to the expert care provided by nursing staff, Nurse Managers across the hospital are addressing patient concerns at the bedside by regularly visiting individual patients to speak with them about their hospital experience. “Patients and their families are pleased to have the opportunity to connect, share their concerns and know that they are being heard. I regularly leave my card at the bedside and invite them to call if they are experiencing any ongoing concerns they want addressed,” says Joan Henry, Nurse Manager, Medicine Program.

Nurses Leading Improvements in Care

Nurses' knowledge of hospital systems and services enable them to lead meaningful changes in how care is provided," adds DiPaolo. "Nurses in the Emergency Department are working on a new and more efficient way to reduce wait times and streamlining the admission process so patients who are admitted can go to the patient care floor as quickly as possible. We are proud to have experienced and knowledgeable nurses working in partnership with other health care professionals to make exciting changes that will improve the patient care experience."

National Nursing Week is May 12 to 18, 2008. For more information on National Nursing week and the nursing profession, please visit: www.cna-aiic.ca.

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