

1st Annual Beverley McFarlane Awards of Excellence 2020

Presented by: Donna Howard, Chair
PSFDH Board of Directors

Date: February 17th, 2021



History of Awards Program

- The program is a board-led initiative that considers peer nominations for members of the PSFDH family.
- In September 2019, the PSFDH Board of Directors renamed the Awards program the “*Beverley McFarlane Award of Excellence*”.
- This was in honour of Bev’s passion for acknowledging the dedication and contributions of individuals throughout the Hospital.



Award of Excellence Process

- The Board receives and reviews each and every nomination and selects up to five (5) Award recipients.
- Typically, everyone who is nominated is invited to the Annual General Meeting. Last June, there had been hope that by postponing the awards, we could celebrate in person. Clearly, we were overly optimistic—so here we are today to celebrate the nominees and winners with a plaque.
- The selected award recipients, if a staff member, will receive a day off with pay to enjoy in any way they would like!

Selection Criteria

- Based on our mission and values, participation and partnerships that build an integrated health system with patients and families at the centre
 - ✓ Commitment to excellence in the provision of safe high-quality care
 - ✓ Dignity and respect in every interaction we have
 - ✓ Collaboration and information sharing with our patients and families, our partners and each other
 - ✓ Accountability to our stakeholders
 - ✓ Responsible stewardship of all our resources
 - ✓ Dedication to the recruitment, retention and development of our great people



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Chair's Remarks

- Today we honour the contribution of 12 individuals who were nominated by their peers and announce the five selected as the inaugural recipients of the Beverley McFarlane Award of Excellence for 2020
- It has been a year unlike any other and there are many individuals who have gone above and beyond—but here are those that achieved the incredible honour of being chosen by their peers

*And now for the
nominees and winners...*



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Erika Armstrong

- **Erika Armstrong**, Nursing, nominated by Dayna Collier
- ✓ Interactions with you have been pleasant
- ✓ You take the extra time with patients and show empathy which calms down the patient
- ✓ Patients have been heard to say that they “...don’t know what I would do without you.”
- ✓ You are approachable if a member of our rehab team has a question regarding a patient
- ✓ You are always smiling and willing to help out another team member
- ✓ You were nominated so that your actions do not go unnoticed.



Susan Bamber

- **Susan Bamber**, Nursing, nominated by Amandeep Brar, Elaine Gould, Diana Lee and Patricia Bourne
- ✓ She is a great team player who has gone above and beyond during COVID-19
- ✓ For example, she organized making and distributing scrub hats and masks for the entire hospital with any leftover masks donated to area seniors
- ✓ But she is also the epitome of empathy and service – both qualities that are the basis of nursing
- ✓ She has team spirit and a great work ethic and consistently demonstrates leadership qualities
- ✓ She has boosted morale during this stressful time



Linda Morris

- **Linda Morris**, Environmental Services, nominated by Kelly Lowery, Herve Cavanagh, Megan Sharkey and Kathy Henderson
- ✓ She is always positive towards staff, patients, visitors; always smiling and professional
- ✓ She goes out of your way to help – to make sure the patients are feeling happy by talking with them and encouraging them
- ✓ She is very hard working, encouraging employee and she sets the example that all of us should have with her attitude and work ethic
- ✓ She assists staff with cleaning issues and help maintain PPE supplies
- ✓ She is too modest in the role she plays at work
- ✓ She is wonderful with patients and families and demonstrate respect when she always ask permission to enter rooms to clean
- ✓ She is a lynchpin in the hospital, letting nursing staff know of any patient safety concerns
- ✓ She make patients laugh and smile when they need it the most and this brightens everyone's day



Angela Purcell

- **Angela Purcell**, Environmental Services, nominated by Destiny Bowes
- ✓ She goes above and beyond to ensure the safety of our patients, prevent infection, maintain patient confidentiality and improve overall morale
- ✓ She comes to work each day with a smile on your face even in the midst of chaos
- ✓ She has a strong work ethic
- ✓ She shows compassion and maintains patient confidentiality by always checking in at the nurses station prior to entering a room to ensure it is a good time for the patient, their family and the nurses
- ✓ She greets every patient and their family with a smile and warm hello
- ✓ The patients notice the cleanliness of our rooms and have given many compliments about her work
- ✓ She is an incredible asset to PSFDH
- ✓ Her co-workers are very proud to work alongside her



Terry Smith

- **Terry Smith**, Pharmacy, nominated by Mark Ng, Pharmacist
- ✓ She is a longstanding employee who goes above and beyond to help PSFDH provide the best patient care
- ✓ She tirelessly contributes to our (Pharmacy) team during the stressful times of the pandemic
- ✓ She has a professional attitude and is ready to assist
- ✓ She never hesitates to take the opportunity to teach and mentor others
- ✓ She has a positive attitude helping to keep us focussed with providing goals of care in truly making a difference for our patients
- ✓ She has a supporting and nurturing presence



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Phillipa Thompson

- **Phillipa Thompson**, Occupational Health, nominated by Julie Schoular
- ✓ She exemplifies all of the hospital values!
- ✓ She has always demonstrated excellence in your role as Occupational Health nurse
- ✓ She is confident in providing safe, high quality care to all staff, students and volunteers and never cuts corners while building trusting, therapeutic relationship: this makes the “patients”/staff feel safe and valued
- ✓ Everyone who presents to her is treated with utmost respect and dignity
- ✓ She has a kind and empathetic nature
- ✓ During recent months, She has continued to promote health and safety as a priority for our staff by providing PPE training and encouraging good stewardship for existing supplies without compromising safety



Miranda Wilson

- **Miranda Wilson**, Patient Unit Clerk, nominated by Phillipa Thompson
- ✓ She is compassionate, professional and dedicated to all patients and staff team members
- ✓ At all times when approached by calling or visiting the MSP unit, she is always kind, compassionate and considerate
- ✓ She has awesome communication skills and she treats everyone with respect and dignity



*And the five selected
are...*



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Dr. Robert Delgrande

- **Dr. Robert Delgrande**, Internal Medicine, nominated by Sandra Millotte
- ✓ He is committed to patient care which defines who he is as a physician and a person
- ✓ Each case he is involved in receives his attention, skill and compassion to ensure the best possible outcomes.
- ✓ Leads by example
- ✓ Outstanding mentor and role model for all hospital staff
- ✓ He expects staff to deliver the same level of attention and care to their roles as he gives to his (even if this can make him unpopular at times)
- ✓ During the pandemic, we have seen his leadership skills really shine
- ✓ He has remained calm, supportive and passionate about providing care during the most difficult of times.



Donna Adam

- **Donna Adam**, Diagnostic Imaging, nominated by all Diagnostic Imaging Staff
- ✓ Exceptional leader; supports our mental wellbeing; stays late to talk with staff through crises
- ✓ Keeps us informed about any changes
- ✓ Keeps us safe with ample PPE supply
- ✓ Willing to listen and help with departmental flow
- ✓ Door is always open
- ✓ Put aside her own needs to see that everyone gets through this (COVID)
- ✓ Treats us like family and makes sure we look after each other. She is our momma bear.



Rob Allan

- **Rob Allan**, Communications, nominated by Sheila Paul
- ✓ Rob has created an extensive switchboard manual to help new and existing staff
- ✓ This supports staff to provide excellent communication with physicians, patients, hospital staff, etc. more efficiently
- ✓ The new manual will help with recruitment and retention
- ✓ Treats everyone with dignity and respect



Christine Massie

- **Christine Massie**, Nursing, nominated by Laura Topping
- ✓ Exemplifies dignity and respect in all interactions and commitment to excellence
- ✓ Willingness to listen
- ✓ Upbeat and positive attitude contribute to a therapeutic relationship with all
- ✓ Example, saw Christine complete a word search puzzle with a patient to help consume the prep required for testing; patient is a group home resident and was not able to have any support workers present. She treated the patient as she would a family member
- ✓ Positive attitude impacts her co-workers – always a joke to be had, a helping hand to be given and a smile to be shared
- ✓ “one thing at a time” attitude often makes extremely busy days less stressful for new staff members.



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Laura Topping

- **Laura Topping**, Nursing/Patient Flow Coordinator, nominated by Tegan Baker
- ✓ She is an exceptional ER nurse and colleague; stepped into the interim manager role for discharge planning and later PT discharge planner
- ✓ Dedicated to profession, works endlessly, makes work enjoyable, easy and always upbeat
- ✓ Integral part of many departments; always reaching out to connect with staff to see if she can help with anything to make our lives a little easier
- ✓ She is excellent at holding patients and their families accountable for their personal care, both in and out of hospital
- ✓ She is always providing patients and families with the necessary information to make informed decisions for the safety of their loved ones
- ✓ She is humble and does not realize the actual effort she puts in and the impact on peoples lives.



Congratulations!!!



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