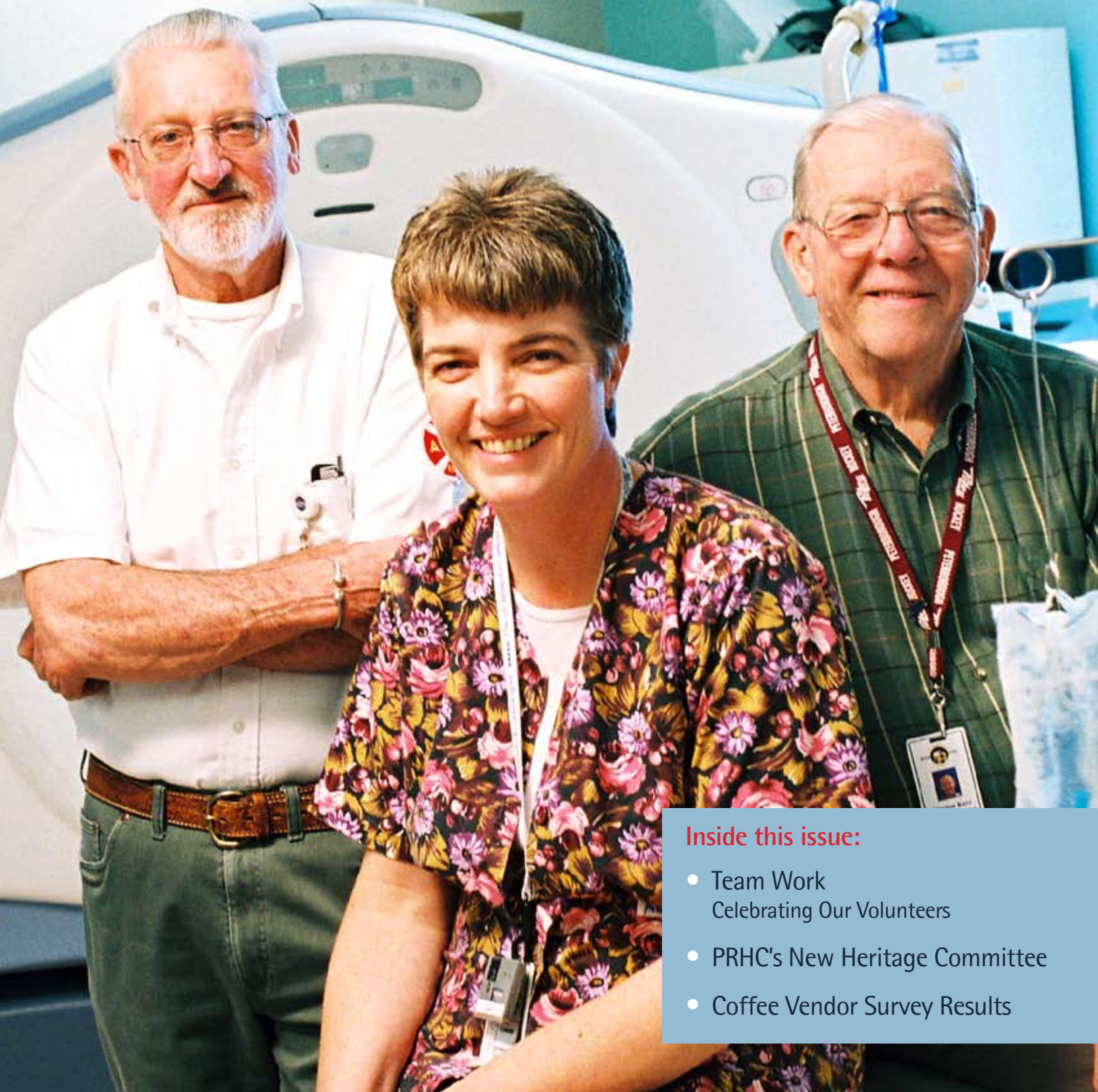


Apr 06

Peterborough Regional Health Centre • A monthly magazine for our community

Insites

Our Values: Accountability • Innovation • Respect



Inside this issue:

- Team Work
Celebrating Our Volunteers
- PRHC's New Heritage Committee
- Coffee Vendor Survey Results

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Insites

April 2006 • Volume 2 • Issue 3

Insites is published ten (10) times a year (with single issues in January/February & July/August) by the office of Corporate and Public Affairs at the Peterborough Regional Health Centre.

Your opinion, comments and input are important to us.

Do you have suggestions for topics we can cover?

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PRHC's Volunteers Committed to Health Care

Canadians have a rich history of volunteering and community involvement. Each year, 27% of our fellow Canadians give up an average of 162 hours of their precious personal time to our community organizations. From hospitals to food banks, friendly visitors to dedicated drivers, there's no doubt that volunteers strengthen the fabric of Canadian society.

And PRHC volunteers are no exception. In celebration of National Volunteers Week (April 23 - 29, 2006), this month *Insights* salutes the more than 600 people whose efforts clearly illustrate just how committed they are to health care in our community.

Working in more than 27 departments across the hospital, these dedicated individuals bring enthusiasm to everything they take on.

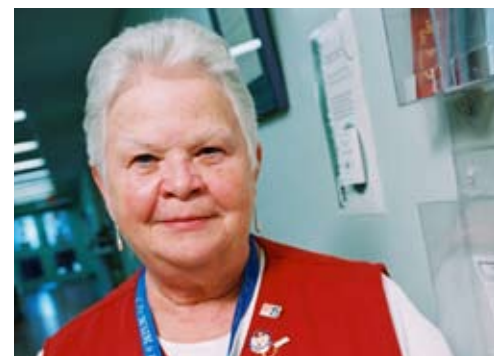
Besides being responsible for operating our all-important Gift Shop, volunteers can be found in the archives, on the Stroke Unit, in the ER, and on the Decorating Committee. They knit, sell

Nevada tickets, visit with families, pour coffee and porter patients. They're in the Cast Clinic, in Cancer Care and on the Nursing units. In short, volunteers are almost everywhere.

Thanks to all the little (and not so little) things they do, staff are free to devote their efforts where they're needed most – providing direct care to our patients and their families.

Thank you to all the volunteers who give so freely and generously of their time.

In this month's feature:



PRHC Volunteer Joan Arnold gives *Insights* the lowdown on the importance of treating volunteers as part of the team.

Coming in the May issue:

A day in the life – *Insights* spends the day with the nurses of Hutch 5

On the cover – left to right: Ron Nicholls, Volunteer; Kathy Faiers, Senior CT Technologist; and Clayton "Whitey" Kerr, Volunteer

Our People

New and Familiar Faces at PRHC



New

Derek Turberfield, HR Recruiter

How long have you worked at PRHC?

Not very long! I just started in late March.

What do you do?

I'm PRHC's new HR Recruiter.

I'm responsible for finding the right person for pretty much any staff position that's going external.

What do you like about your job and working at PRHC?

So far I really like the people. It seems like the staff here are a friendly group and I'm looking forward to working with as many of them as I can.

What did you do before coming here?

I've spent the last seven years recruiting for employment agencies out of Toronto.

What do you like to do when you're not working?

Anything sport related like riding or beach volley ball, and hanging with my buds. We have a big circle of friends that have known each other forever so there's always something going on.

Familiar

Elaine Barringer, P.E.A.T. Nurse

How long have you worked at PRHC?

I've worked full time at PRHC since 1972 so almost 34 years.

What do you do?

I'm one half of the Patient Express Admitting Team *aka* a P.E.A.T. Nurse.

What do you like about your job and working at PRHC?

I've loved really getting to know the people I've worked with. We've watched each other's kids grow up and been together through good times and bad. That's a very special bond. And now there's a new crop of young people coming and that's exciting too.

What did you do before coming here?

I actually came to PRHC to train as a nurse right after I graduated from high school.

What do you like to do when you're not working?

I have to feed my creative side. I love my garden in the summer and in winter, I spend a lot of my free time creating stained glass.



In Brief

Nursing Awards

Don't forget to nominate your favorite RN and RPN for the Nursing Peer Awards, and Director or Manager for the Nursing Administration Award. While you're at it, why not nominate yourself for the Baxter Nursing Excellence Awards and take advantage of its new educational bursaries? All winners will be notified during Nurses Week (May 8-14th). Nomination forms can be found at the back of both cafeterias and on the nursing units.

Sharps Awareness

Pathogens found in blood products and bodily fluids can cause serious or fatal infections like Hepatitis B or C and HIV. Protect yourself and others against accidental infection by taking the following precautions:

- Never re-cap needles.
- Immediately discard used sharps in a puncture-resistant sharps disposal container.
- Seal and replace containers when they are three-quarters full.
- Housekeeping and maintenance personnel should not carry garbage or linen bags close to their body.

- If you find a sharps hazard, take steps to eliminate it.
- Inform your manager of all sharps hazards you observe or know about.
- Get your Hepatitis B vaccination.

If you are injured by a sharp:

- Assume all used sharps are contaminated.
- Immediately flush the area to clean it, then apply a skin disinfectant.
- Report the injury to your manager and Occupational Health immediately.

Our Strategic Plan

In 2005, PRHC developed a new Strategic Plan outlining our mission, vision, values and five strategic directions.

Insites is pleased to bring you a monthly look at our Strategic Plan in action.

Our Strategic Directions

New Hospital Transition Plan

- Prepare for the transition to the new hospital through maintenance of the existing sites and securing sufficient resources, human and financial, to realize capital and operating plans.
- Assume occupancy of the new hospital.

Enhancing the Quality of Care

- Implement and measure quantitatively and qualitatively improvements in care and service delivery.

Realizing a Positive Workplace Culture

- Implement and measure quantitatively and qualitatively initiatives that will increase staff, volunteer and physician satisfaction.
- Maximize communication and alignment with corporate vision, mission, values and goals across the organization.

Leveraging Technology

- Implement technology to realize the core elements of an electronic health record.
- Implement technology to improve business processes thereby increasing quality and reducing cost.

Building Partnerships

- Establish partnerships that will improve the quality of care or service, enhance our reputation or reduce operating costs.
- Nurture a supportive relationship with our communities.

In Action



New Hospital

Coffee Survey

If there's one thing that PRHC staff seem to have in common, it's that they are passionate about their coffee. When Hospitality Services recently asked for staff's help with step one in the process to choose a coffee shop vendor for the new hospital, the response they received was overwhelming.

Ballots left in both PRHC cafeterias gave a selection of three styles of coffee vendors. Staff was asked to choose between a basic coffee store, a high-end vendor or a local franchise. The results will be used to narrow the criteria of the Request for Proposal (RFP) selection process.

“Before we opened the process up to anybody and everybody, we really wanted to get the opinion of the staff to find out what type they wanted,” says Eric Lodgins, Director of Hospitality Services. “We wanted to know — are we looking for a Tim Horton's, a Starbucks or a Dreams and Beans?”

Garnering 843 of the more than 1,100 votes, Hospitality Services was pleased to report that staff preference certainly seems to be for a basic coffee store.

Based on this information, RFPs will be sent to those coffee stores that fit that description. But it's not over yet! Stay tuned — staff input will be sought once again when it's time to make the big decision.



Quality of Care

Pain Management Audit

The Anesthesiology Department wants to know how well they're controlling their patients' pain.

In a new Medical Advisory Committee (MAC) driven quality of care initiative, the department is holding an Acute Pain Management Service (APMS) that will audit the post-op effectiveness of nerve blocks given to patients receiving total knee replacements.



Dr. Sebastian Pinto, Chief of Anesthesiology

“An audit is the best way to find out where we need to improve,” says Pinto. “Our efforts could be 100% effective but we'll never know if we don't ask.”

Using a combination of subjective and objective patient questions, the department will perform a post-op assessment gathering data such as patient pain scoring and narcotic usage during the first 24 hours. The results will then be discussed as a group.

“Audit results tend to be indicative of a trend,” says Pinto. “It's an opportunity not only to hone our skills but to really understand how our efforts are affecting our patients.”



Positive Workplace Culture

Smoking Cessation

Thanks to funding support from Health Canada and a partnership with the City County Health Unit, February brought the official launch of PRHC's Smoking Cessation Program.

An essential part of PRHC's plan to promote healthy lifestyle practices, the six-week project encouraged hospital staff, physicians, volunteers and patients to butt out.

Recognizing the influence that health care professionals can have on smokers, workshops provided front line staff with simple, easy to use tools designed to help patients quit. PRHC staff, volunteers and visitors who smoke also received useful information thanks to incentives and displays set up at both hospital sites.

“Over the course of the project, we spoke to more than 350 staff and visitors,” says Jackie Donaldson, Health Educator for the program. “We listened to what they said they needed in order to quit smoking. Now we’re compiling a report of our findings so that future projects can be even more effective.”



Left to right: Wellness Council members Jackie Donaldson and Nancy Kunzel; and Jennifer Chenier of the Health Unit.



Leveraging Technology

Order Entry Training

In late May, the first staff at PRHC will begin placing electronic orders in the Meditech Health Care Information System. Entering and receiving computerized doctor's orders, the arrival of OE brings PRHC one step closer to realizing the core elements of an electronic health record.

Prior to going live with this technology across the hospital however, approximately 900 nursing and ward clerk staff require training. Staff training will begin on Monday, April 10 and run for 6 weeks. Available at both HDS and RSS, sessions will be available twice daily from 7:00 am - 10:45 am and 11:15 am - 3:00 pm with three training rooms running simultaneously.

Thanks to PRHC's newly launched Intranet, registration for order entry training is easy. Managers can simply insert staff names into available time slots on the OE site. Another excellent example of leveraging technology, this method has streamlined the registration process and eliminated the need for staff coordination.

Recruitment is also underway for trainers. OE trainers will be given special education about the system and are critical to the success of the project. Anyone interested should speak with their manager and contact Allison Mahony at ext. 4268.



Building Partnerships

Access Centre Coordinator



Left to right: Peterborough Community Access Centre Placement Coordinator Natalie Rennie, and PRHC Discharge Planners Jo Anne Stone and Karen Botham.

As Discharge Planners, it's up to Jo Anne Stone and Karen Botham to work with patients and their families to determine what level of care will meet their needs after they've left the hospital. In some cases, the patient may require a referral to long-term care.

When this turns out to be the case, Stone and Botham rely on a close partnership with the Peterborough Community Access Centre's on-site Placement Coordinator Natalie Rennie.

After performing a comprehensive functional assessment, Rennie helps the patient select and move to the appropriate facility.

“The primary goal of our partnership is to find a new home for our patients that's right for them,” says Stone. “Having such a close working relationship is not only easier on the patient, it also means that we can free up acute care beds much more efficiently.”

People & Talk

Medication Safety Week

The Medication Safety Committee would like to thank everyone who participated in the Quiz for Safety and the Points Passport for Learning contests during Medication Safety Week.

Special thanks also goes out to all the committee members, Lynda Chilibeck, Jude Handley, Jennifer Murdock, Linda Grass, volunteer Fleming College Nursing Students, Monica Sheridan, Tracy Ferguson and the Professional Practice staff.

Hello & Goodbye

PRHC's physios wish to send a warm welcome to new HDS physiotherapist Jesse Anger. Welcome to PRHC Jesse!

Fond farewells go out to the OR's Victoria Martin, and Jewell Allington from ICU who are retiring at the end of April. Goodbye and best wishes for a happy retirement.

Breastfeeding Clinic



Left to right: Heidi Croal, Kim Devlin, Ann Bell, Korey Clark, Shelley Shaughnessy and Lisa Baker pose for a picture during a Breastfeeding Clinic held March 1st.



Left to right: PRHC volunteers Joan Arnold and Josie McCutcheon sell carnations in the HDS cafeteria on Valentine's Day.

t-PA at PRHC

Kasia Luebke, District Stroke Coordinator and the PRHC Stroke Emergency Working Group are thrilled to announce that after many hours spent developing the necessary protocols and procedures, as of March 31, 2006 PRHC will be able to provide eligible stroke patients with the blood-clot dissolving treatment t-PA (tissue plasminogen activator).

This drug must be administered within three hours of the onset of stroke symptoms. Therefore, time is of the essence in determining eligibility for t-PA. This issue re-

quired the creation of the PRHC t-PA Stroke Physician Group, a team of specialists who will provide on-site support for the treatment of acute stroke patients in the emergency department on a part time basis.

In addition, a telehealth service called Telestroke will also provide a link to Neurologists at other medical centres on the days that the PRHC t-PA Stroke Physician Group is unavailable.

ICU Education

On Thursday, April 20 at 7:30 pm, join the ICU Education Committee at an evening conference entitled "Top 10 List of Must Do's for Nurses, Enhancing Patient Outcome with Nursing Care" with speaker Cathy Mawdsley at Applewood Retirement Residence. The cost is \$20.00.

Kudos & Congrats

The following PRHC staff members deserve a big round of applause for their recent efforts on behalf of the hospital. Kudos and congratulations to:

- Everyone who reacted with quick thinking and calm during the recent Code Red. Special recognition also goes out to Nutrition and Food Services and Housekeeping for their outstanding efforts in cleaning up and getting the cafeteria running again so quickly after the situation was resolved.



Staff who didn't get away over March Break had a chance to have some fun in the sun thanks to the Values Effectiveness Committee. Celebrating the Stroke Unit's first place win in the decorating contest are Margaret Clancy, Lori Bowerman and Karen Buittimor.

- Raymond Dick, February's Monthly Values Player.
- Presenters Lisa Ruston, Elaine Barringer and Mary Timms, and poster presenter Samantha Dalby for being chosen to represent PRHC at the 2006 Nursing Leadership Network Conference this past March.
- AIR pen recipient Donna Nicholls of Information Systems who gets an "A" for the accountability she demonstrated during a recent CMH card swipe issue.
- Bernice Pineau and Katie Fulsang for their recent persistence and commitment to patient-centred care that allowed a hearing impaired patient to communicate with her family while in hospital.

Co-Chairs Announced

PRHC Foundation is very pleased to announce that Elaine Barringer, RN (HDS) and Warren Craft, Building Services (RSS) have agreed to Co-Chair the Employee Division of the upcoming By Your Side campaign.

Elaine is a P.E.A.T. Registered Nurse working out of the Admitting Department as a Virtual Admitting Nurse. She graduated

from Peterborough Civic Hospital School of Nursing, Class of 1972, and has worked here full-time since then. Warren is a Painter in our Building Services Dept. and has spent the majority of his 27 years with the Hospital at Rogers Street.

The Foundation is very happy to have Elaine and Warren working with the 'PRHC Family' helping to raise funds to purchase technology and equipment for the new facility, allowing us to fulfill our goal of helping patients win the most precious gift of all— their health and quality of life.

Pressure Ulcer Survey

Debbie Hanna-Bull, Cindy Hill and Lisa McConkey would like to thank the nursing staff who contributed to the 2006 International Pressure Ulcer Survey. Data collected will be used to enhance quality care delivered to the patient population. Survey results will be available this summer.

Secretary's Day

This April 26th, don't forget to show PRHC's more than 230 clerical support staff how much they're appreciated. Looking for a way to say thanks? Clerical staff want everyone to know that a smile of appreciation is all it takes!

Our Patients In Conversation

Diane Reid

For eight years, Diane Reid has battled more than her fair share of health problems. Diagnosed first with cancer and later with congestive heart failure, she has also spent much time as a patient at PRHC. But on the heels of yet another stay last December, Diane remains a stalwart defender of the quality of care she's received on every visit.



"I'm well aware of some of the challenges you might expect when you're in the hospital," says Diane. "But I can honestly say I've never had a negative experience."

Having received care in departments across the hospital over the years, Diane says she feels confident in saying that it's PRHC's staff that make all the difference. Citing her recent stay in ICU as an example, Diane says she and her husband Paul couldn't get over the wonderful care the staff in that unit gave them.

"Being in the hospital is sometimes harder on the family than it is on the patient," she says. "The staff was so kind and informative. They really did everything they could to make us as comfortable and relaxed as possible."

Patients say thanks...

"Getting off to a good start after surgery is so critical, the staff consistently made me feel that everything possible was being done to ensure a good recovery."

TeamWork

With 6.5 million Canadians contributing more than 1.5 billion hours each year, many organizations are changing the way they view the role of volunteers. In celebration of National Volunteer Week, *Insites* looks at the importance of volunteers as part of the PRHC service delivery team.



The atmosphere in CAT scan on this particular afternoon in early March could be fairly described as hectic. Under normal circumstances, this is a busy environment. Today however, its delicate, beehive-like efficiency has been disrupted. A malfunctioning processor has required the addition of three repair technicians to an already crowded technology room. Phones are ringing, patients are waiting, and the staff is just doing their best to get on with business as usual.

In the midst of all the commotion, a woman in a burgundy vest goes quietly about her tasks, moving carefully between technicians and nurses, delivering film, picking up faxes, ushering patients and when it seems that no one else can, answering the phone. “Good afternoon CAT scan department, Volunteer Joan Arnold speaking.”

Joan Arnold, a volunteer with PRHC for more than 12 years, is one of six volunteers who together provide support to the

Left: Joan Arnold, PRHC CAT scan and Palliative Care Volunteer.

“In general, our volunteers rarely want any kind of formal recognition. What means the most to them is to be included. To be made to feel important and a part of the team.”

department’s team of radiologists, diagnostic imaging technologists, nurses, and clerical support. Volunteers, who according to the department’s paid staff, are entitled to a position of importance on their team list.

“The volunteers that work in this unit help in so many ways that I don’t know what we would do without them,” says Kathy Faiers, the unit’s Senior CT Technologist. “Besides all the running around that they do on our behalf, they keep things flowing. That’s really important to our efficiency as a team.”

CAT scan volunteers Clayton Kerr (a.k.a. Whitey) and Ron Nicholls believe that it’s this fundamental respect for their contribution on the part of the professionals that makes working in the unit so rewarding.

“The staff here really makes us feel like we’re an important part of the service provided,” says Whitey. “They need the help, we want to help, and we’re willing to do whatever they need. It’s a perfect arrangement.”

The closeness between the volunteers and staff extends beyond the confines of the department to include social interaction as well. Ron, for one, really appreciates that the volunteers are always invited along to social events whether it’s something as simple as a coffee break, or special like a co-workers birthday.

Sue Robertson, Manager of Volunteer Services, Visitor Information and Spiritual Care, works with Shari Forsyth, Sharon Driscoll and Nadine McFarlane to manage PRHC’s more than 600 volunteers. In her experience, this is the kind of appreciation and recognition that volunteers today crave.

“In general, our volunteers rarely want any kind of formal recognition,” says Robertson. “They’re here because they see the hospital as a vital part of the community and are totally committed to both the patients and the facility itself. What means the most to them is to be included. To be made to feel important and a part of the team.”

Joan, who gives up to 20 hours of her time a week to PRHC, says she’s especially aware of her

status as a teammate when she’s volunteering at the Palliative Care Unit.

“Everybody has a part to play there. Whether it’s sitting with a lonely patient or getting coffee for a family, my job is to take some of the pressure off the staff, particularly the nurses, so that they’re able to do their best work.”

Seeing volunteers as an important part of the service delivery team might be a growing concept in health care facilities, but it’s one that’s really catching on at PRHC. This is particularly true in units like Palliative Care where a team approach is already firmly entrenched among the diverse professional staff.

According to Jane Bryenton, Staff Chaplain and a member of the Palliative Care team, the nature of

Left to right: Sharon Driscoll, Gift Shop Coordinator, Sue Robertson, Manager of Volunteer Services, Visitor Information and Spiritual Care, and Shari Forsyth, Coordinator of Volunteer Services. Absent from picture: Nadine McFarlane, Clerical Support Worker.



PRHC *In the News*

In a new quarterly feature, *PRHC In the News* brings you media coverage highlights from the previous months.

Peterborough This Week February 8, 2006

A photo essay entitled "Inside the Operation" took a behind the scenes look at PRHC's operating rooms. Allowing the reporter and photographer access to the OR, it effectively captured the importance of teamwork in observing surgeries performed by Dr. William Meade and Dr. Irving Fung.

Peterborough Examiner February 11, 2006

New funding for the Women's Health Care Centre's treatment programs shone a spotlight on eating disorders in February. A part of the Centre's "Eating Disorders Week" strategy, Manager Maggie Lohrenz and Social

Worker Robin Greene made good use of the opportunity, highlighting challenges and sharing important information on recognizing the symptoms of an eating disorder.

Peterborough This Week February 24, 2006

"Ladies getting it done in a man's world" was the title of a recent article on the handful of women working on PRHC's new hospital construction project. The piece profiled Ellis Don Health and Safety Director Melissa Rogers, and Geo-Logic Field Technician Janoah Young.



Continued from page 8

the care needed by the terminally ill patients and their families means that they rely heavily on this additional support.

"As much as our staff would like to, they just don't have the time to provide all the little extras that can make such a difference to both the palliative care patients and their families," says Bryenton. "Our volunteers are really there to round out the quality of care provided by the professionals.

In fact, after completing the intensive 12 week training program required of palliative care volunteers, they're almost professionals in their own right."

PRHC's CEO Paul Darby agrees with Bryenton's assessment of the role of volunteers in the hospital. "Almost everywhere you go in the hospital you see volunteers hard at work providing an important service," he says. "They are the face of our community — our family and friends — and they bring a unique warmth to the

hospital. By working as part of the team, their presence truly enhances the care that our professional staff can provide."

For as much as she gives to the hospital, however, Joan believes it's her life that's been enhanced.

"It's such a huge privilege and an honour to be able to spend time with PRHC's staff and patients. If I've made someone's journey a little easier, then it's me who really benefits in the end."

New Hospital News

Amidst all the excitement about the hospital's future, *Insites* takes a look at what's being done to recognize PRHC's long and distinguished past.



The kindness and generosity of both past and present supporters of PRHC and the former Civic and St. Joseph's Hospitals is in safe hands as construction on the new facility progresses.

Recognizing that there are many artifacts and objects with special significance or historical value scattered throughout the hospital, a new Heritage Committee has been created. Their task will be to identify these items and recommend ways they might be used to recognize the former hospitals' legacies within the new building.

An ad-hoc committee of the PRHC Foundation, CEO Julie Davis believes its efforts are critical to the Foundation's responsibility

to act as steward to the community's donations to the hospital, particularly as the doors to the two former facilities are finally closed.

"The former Civic and St. Joseph's Hospitals have great historic and nostalgic value to this community," says Davis. "It's so important that we continue to look back at our heritage as we move forward. Not to create a shrine to the past, but to celebrate and acknowledge it while embracing the future."

Recognizing the enormous scope of the project, every effort has been made to ensure the Committee represents a variety of perspectives and experience. Members include both volunteers and employees from past and pres-



Top: Civic Hospital, circa 1950. Top, inset: Nursing graduate Mary Farley, 1922.

ent hospitals as well as individuals with backgrounds working in museums or with artifacts.

The committee has begun working with the New Hospital Planning Team and the Foundation's Board of Directors to develop the criteria used in the evaluation process. In the meantime, the bulk of the groups work will consist of methodically cataloguing important items and researching their significance.

In order to accomplish their task, they need the staff's help. If any staff member knows of an artifact with historic or nostalgic value, they're asked to call the Foundation at 876-5000.

Photographs sourced and used with the permission of the Peterborough Centennial Museum and Archives.



Above: St. Joseph's Hospital, circa 1922.

by your side

CAMPAIGN



*Kory Clark, RN (left) and
Christine Whitfield, RN (right)
shown here with Mackenzie Leigh Logan
born February 27th, 2006.*

“What should have been a joyful time for our family quickly turned into a very scary time when my granddaughter, Mackenzie was born with severe breathing problems. But the team of nurses in the Special Care Nursery helped us through the anxiety with their caring, skill and confidence. They were by her side through the whole ordeal. Mackenzie spent several days with Kory and Christine making sure she could breathe and nurse at the same time. She is now completely healthy and at home thanks to the wonderful care she received. As an employee at PRHC, I am so proud to be part of this team. I will never forget the care Mackenzie received and I can't thank them enough.”

Pat Hemmelskamp, Executive Assistant - Administration

In the past three years, PRHC Foundation has funded more than \$250,000 in equipment for Maternal Child Care including the fetal monitor and incubator/isolette used by those caring for Mackenzie Logan. As we embark on the *By Your Side* Campaign, we have an opportunity to support the purchase of vital equipment including \$500,000 in equipment for the Birthing Suite in our new facility.

We all depend on the success of the *By Your Side* Campaign because PRHC will at one point be at the centre of our lives, offering expert health care during times of joy and sadness, illness and injury, relief and recovery.

What will make a critical difference to our lives and the lives of our loved ones is our dedicated medical staff having access to modern equipment indispensable to restoring health, easing pain and saving lives.

We invite you to join us in our efforts to be *By Your Side*.

To find out how you can get involved in the *By Your Side* Campaign, contact the Foundation office on the 2nd Floor Hub at HDS - we would love to see you!



our mission statement

The Foundation inspires our communities to donate funds for urgent equipment and facility needs to advance patient care at Peterborough Regional Health Centre.