



Compliments and Concerns

May 31, 2017

Every day, Nova Scotia Health Authority receives feedback from patients, clients, families and community partners. We want to build pride in our service successes and learn from the concerns that patients, families, clients and community partners express to us about our approach to service. That's why we've created the Compliments and Concerns feature, which we will update regularly. If you have a compliment or concern you'd like to share (with all identifiers removed), please email NSHAnews@nshealth.ca.

This week's compliment:

This week's compliment comes from an employee who is also a patient, to a retiring employee, Belinda McIntyre, who worked on the Transplant Co-ordination team at the VG site of the QEII. We apologize, as this was submitted in April and we missed including at that time!

"I am writing to recognize Belinda McIntyre on her retirement from the Transplant Coordination team at the VG. I first got to know Belinda back in 2012 when I started dialysis and she became my transplant coordinator – the person who matches donor kidneys with recipients. In my mind, she exemplified the type of care that all of us as patients want to receive. She is so caring, friendly and just plain nice. She always had time for my questions (and I have a lot of questions!). She demonstrated caring in a way few health professionals do. She got to know me and my husband on our many trips to Halifax, and I feel like I got to know her too. In 2013 I had a transplant that didn't go well. Afterwards, she came to my room to see me and she had tears in her eyes. She felt bad about how things had turned out and responsible that she had been the one to call me to come in for that surgery. Of course, it was an emotional time for me and it meant so much that she was willing to share her emotions too. Too often health care professionals operate at arms-length, and I understand why, but when someone is able to connect with you emotionally, it feels like they really are invested in your outcome. Belinda's last act of caring for me came in the form of a phone call last week to tell me she was retiring. I am off the transplant list for a couple of years and out of touch, and she knew I was concerned she would retire before I got back on the list. We had a nice chat and I wished her well in her new endeavours. I have nothing but good things to say about the entire dialysis/kidney team at the VG (and here in Yarmouth!), but she leaves behind HUGE shoes to fill. Thank you, Belinda, for everything you've done for me."

This week's concern:

We learn from the concerns patients, clients and families share as much as from their compliments. Please share examples of the types of concerns you hear expressed by patients, clients and families by emailing NSHAnews@nshealth.ca

"How will I find out my test results?" – Patient



We conduct so many tests daily that we don't always remember to tell patients when, how and from whom they will find out their results. Will they hear from the specialist or their family doctor? Does the way they will find out their results depend on whether the result is positive or negative? It's important to share these details so that patients know what to expect from the start.