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**President’s Award Program recognizes the extraordinary people at LHSC**

(LONDON, Ontario) – Today at a special ceremony, Murray Glendining, President and CEO of London Health Sciences Centre (LHSC) recognized more than 20 nominees and awarded six individuals with a 2015 President’s Award.

“This year’s President’s Award recipients are a group of remarkable individuals who are truly making a positive difference within and beyond our hospital walls,” says Glendining.

Now in its ninth year, the President’s Award Program at LHSC celebrates staff, physicians and volunteers for their efforts in a number of categories, recognizing those who go above and beyond to serve patients, colleagues, and the community. This year the following awards were presented:

- **The President’s Award for Community Service** was awarded to Joanne Clark, an administrative assistant in the Renal Program at LHSC’s Kidney Care Centre. This award recognizes an individual at LHSC whose volunteer achievements have made a difference to the lives of people in our community.

- **The President’s Awards for Living Our Core Values** recognizes two individuals who consistently demonstrate LHSC’s values of respect, trust and collaboration – one focused on how we work together and the other on how we serve our patients. Kimberly Schlegel, Enhanced Psychogeriatric Resource Consultant with the Behavioural Response Team (BRT) at LHSC’s Mental Health Care Program, has been recognized by her colleagues for demonstrating LHSC’s core values in “how we work together.” Agnus HopeSchneider, a unit clerk in the Oncology Day Unit with LHSC’s London Regional Cancer Program is recognized for demonstrating LHSC’s core values in “how we serve our patients.”

- **The President’s Award for Leadership** recognizes leaders at LHSC – both formal and informal – who demonstrate leadership capabilities that make a significant difference to the effectiveness of our organization. This year’s recipient is Rebecca Parkes, Director of Talent Strategy and Development.

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The **President’s Award for Innovation** recognizes an individual or team who has demonstrated innovation capabilities that have made a significant difference to the effectiveness of the organization. This year’s recipient, **Dr. Roberto Hernandez–Alejandro** is the surgical director of the Liver Transplantation program at LHSC, and he is recognized for bringing the innovative ALPPS (Associated Liver Partition and Portal Vein Ligation for Staged Hepatectomy) procedure to North America.

Established to honour the leadership legacy of the late Dr. Murray Girotti, the **President’s Award for Physician Leadership** recognizes a physician who demonstrates the leadership qualities he exemplified. **Dr. Andrew House**, Chief of the Division of Nephrology, is this year’s recipient.

More information on each recipient is available in the attached backgrounder. You can also visit the President’s Award website for recipient bios and video remarks from their nominators: [http://www.lhsc.on.ca/About_Us/LHSC/Corporate_Information/Administration/Office_of_the_President/Presidents_Award/Recipients/index.htm](http://www.lhsc.on.ca/About_Us/LHSC/Corporate_Information/Administration/Office_of_the_President/Presidents_Award/Recipients/index.htm)

**About London Health Sciences Centre**
London Health Sciences Centre has been at the forefront of medicine in Canada for 140 years and offers the broadest range of specialized clinical services in Ontario. Building on the traditions of its founding hospitals to provide compassionate care in an academic teaching setting, London Health Sciences Centre is home to Children’s Hospital, University Hospital, Victoria Hospital, the Kidney Care Centre, two family medical centres, and two research institutes – Children’s Health Research Institute and Lawson Health Research Institute. As a leader in medical discovery and health research, London Health Sciences Centre has a history of over 65 international and national firsts and attracts top clinicians and researchers from around the world. As a regional referral centre, London Health Sciences Centre cares for the most medically complex patients including critically injured adults and children in southwestern Ontario and beyond. The hospital’s nearly 15,000 staff, physicians, students and volunteers provide care for more than one million patient visits a year. For more information visit [www.lhsc.on.ca](http://www.lhsc.on.ca)

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**For media inquiries contact:**
Kelly Hutchinson
Corporate Communications and Public Relations
519–685–8500, ext. 77129 / pager 15427
Kelly.Hutchinson@lhsc.on.ca

**After-hours assistance:**
Call LHSC Switchboard at 519–685–8500 and ask to page the communication consultant on–call

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Backgrounder – 2015 President’s Award Recipients

**Joanne Clark**

2015 President’s Award for Community Service

Joanne Clark is an administrative assistant in the Renal Program at LHSC’s Kidney Care Centre, and has worked at LHSC for 28 years. Joanne is the 2015 recipient of the President’s Award for Community Service, recognizing her 10 years of service to the Red Circle Hockey Club, a not-for-profit organization committed to “equal opportunity regardless of ability.”

Joanne’s involvement with the club began 17 years ago when her oldest child joined the league, and in 2005 she agreed to take on the duties of Team Manager for her child’s hockey team. Since then, each year as new needs arose within the club Joanne has taken on increasingly demanding roles, growing from team manager and league convenor, to serving on the Board of Directors, becoming the Director in charge of Timekeepers, being elected as league VP and now serving as Secretary – all long after two of her three children have graduated out of the club. These various roles have required an enormous time commitment from Joanne, not limited to the winter months but one that includes spring and summer planning as well.

Joanne looks for innovative ways to make the club more efficient, including in her role of Director in Charge of Timekeepers. Prior to her taking on this role there was not a process for interviewing applicants, and so Joanne created an interview tool and established an interview process that is adaptable to be age-appropriate as timekeepers can be as young as 12 years old. Joanne has also designed a training package for all of these new hires.

Parents and other Board members describe Joanne as an inspiration to their children and themselves to volunteer more as she encourages others to make a contribution of their time and talents. The Red Circle Hockey Club has benefited from Joanne’s leadership skills, dedication, and care. Joanne’s efforts have ensured that other children have the opportunity to participate in organized sport—something that would not be possible for many of these children without this organization.

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**Agnus “Aggie” HopeSchneider**  
2015 President’s Award for Living Our Core Values –  
*How We Serve Our Patients*

Agnus (Aggie) HopeSchneider is a Unit Clerk in the Oncology Day Unit (ODU) at LHSC’s London Regional Cancer Program. She has been working at LHSC for 16 years, and at the LRCP since 2008.

Aggie transitioned to a new role as the main clerk in the ODU earlier this year, and since then she has built such a rapport with patients and their families that when she is away on holidays, they ask where Aggie is and state how much they miss her. She fosters a safe and approachable atmosphere for patients, and is always very professional and consistent with her care.

Aggie is a wonderful inspiration to others by demonstrating and living the core values of LHSC – respect, trust, and collaboration. She goes above and beyond to make special arrangements to accommodate patients and their specific needs, and does so with a caring attitude and a smile. She greets all of the ODU patients by their name and often knows their family members or caregivers names as well. She works to put the patient’s needs first when scheduling bookings and arranging treatment, and both patients and staff have noticed Aggie’s commitment to her patients. Aggie’s focus is always patient-oriented, and she has become a very reassuring and calming presence for patients in oncology who know that if they have any concerns with their appointment needs, they can easily speak to her and absolve their worries.

Nominators describe how Aggie exemplifies the difference between just completing job duties, and performing them with dedication, heart and soul.

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Kimberly Schlegel
2015 President’s Award for Living Our Core Values –
How We Work Together

Kimberly Schlegel is the Enhanced Psychogeriatric Resource Consultant with the Behavioural Response Team (BRT) at LHSC’s Mental Health Care Program.

Nominated by her colleagues in the Mental Health Care Program, Kimberly is described as a highly respected clinical lead whose integrity, emotional intelligence and learning agility create opportunity for the perspectives of others to be welcomed, heard and understood.

Kimberly has incorporated regular meetings for the BRT to elicit regular feedback on the team’s process, and always makes this forum friendly and an inviting way to improve the way the team cares for clients. For any meeting she schedules, she actively seeks out feedback from all invited members to contribute to the agenda so that everyone has the opportunity to bring up important issues to discuss.

Kimberly’s passion for her work in the geriatric field is contagious as she actively advocates for all members of the care team (including the client and their family). She seeks out partnerships within the community to assist with developing capacity to handle complex geriatric mental health cases. Nominators describe how her communication is a true asset to the program and is the reason why the program has such strong relationships with community partners.

By addressing conflict in a way that encourages communication and the development of common ground to find resolution, Kimberly works collaboratively with all LHSC and community partners and continuously self-reflects in an effort to evaluate her impact on others, but to also improve relationships and care practices.

Kimberly’s presence, strong work ethic and patient-centred care approach inspire and influence the success of the Behavioural Response Team. She leads through example and is present, supportive, creative, and effective. She continues to build positive relationships with the team, the hospital, and the community.

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Rebecca Parks
2015 President’s Award for Leadership

Rebecca Parkes is the Director of Talent Strategy and Development whose career at LHSC spans nearly 15 years.

Rebecca has been the architect of an organizational strategy supporting the development of Emotional Intelligence (EI), learning agility and assertiveness at LHSC. Based on research that substantiates EI as a key differentiator between good and great leadership, Rebecca has advocated for EI in LHSC’s leadership competencies, as a minimum standard in leadership recruitment, and to be recognized as critical to change leadership skills. Leading by example, and through development sessions and coaching, she challenges others to step outside of their comfort zones to grow both personally and professionally.

Described as an innovative thinker, Rebecca challenges the organization’s current mental models, and encourages leadership to see new possibilities to leverage leadership talent. She is known for challenging the status quo, including the long-held belief that leaders need to be clinical experts to lead a clinical area, advocating instead that leadership has its own transferrable skills and expertise. As a strategic systems-thinker, Rebecca has helped to successfully cultivate partnerships with hospitals and agencies in southwestern Ontario to execute talent management beyond LHSC. By offering LHSC’s development programs for leaders and emerging leaders, as well as support and consultancy to other hospitals in the region, LHSC is helping to build the capability of other hospitals for the future.

Rebecca’s nomination was supported by excerpts from more than 18 of her colleagues, including physicians, senior leaders, and a variety of staff members whose careers have been directly impacted by Rebecca’s mentorship, guidance and support. Rebecca’s positive influence has impacted individuals, teams, the organization and the regional health care system through her strategic and thoughtful dedication to make a difference in the lives of others—ultimately helping LHSC staff, physicians and leaders deliver efficient and effective health care to patients and their families.
Dr. Roberto Hernandez-Alejandro is the Surgical Director of Liver Transplantation at LHSC and Associate Professor of Surgery & Oncology at Western University. He joined LHSC seven years ago and has rapidly gained a reputation for leadership and collaboration, both within LHSC and in the broader surgical community nationally and internationally.

Dr. Hernandez-Alejandro has brought an innovative surgical technique known as ALPPS (Associated Liver Partition and Portal Vein Ligation for Staged Hepatectomy) to London for patients with metastatic colorectal cancer to the liver. This patient population can only be successfully treated if their liver metastases can be safely removed surgically, but often the tumours are in multiple segments of the liver. A complete resection wouldn’t leave enough liver behind, but the ALPPS technique allows for this resection to occur in two stages, giving an option for patients who would have otherwise only had palliative therapy as an option. In the first operation, cancerous tissue is removed from the smaller left portion of the liver, and blood flow is directed to that fragment which then quickly grows to a much larger life-sustaining size in 1-2 weeks. The patient then has a second operation and the remaining cancer-containing right side of the liver is removed.

After hearing a European report of this approach, despite many in the medical community remaining skeptical, Dr. Hernandez-Alejandro developed the approach at LHSC. ALPPS offers real hope of extending survival for a patient population that would otherwise live for less than one year. To-date, Dr. Hernandez-Alejandro has been able to implement this technique for 32 patients at LHSC with no mortality and morbidity, and he has published more than 10 peer-reviewed manuscripts related to ALPPS.

Dr. Hernandez-Alejandro is a pioneer in North America for this technique and has talked widely through North America on the surgical innovation. Dr. Hernandez-Alejandro has enrolled all of his cases in a pilot study in an International Registry that is gathering data on the global experience with ALPPS. As one of the five members of the international scientific committee analyzing data from the registry, Dr. Hernandez-Alejandro is helping to judge the effectiveness of the surgical approach.

In addition to his innovative work with ALPPS, under the direction of Dr. Hernandez-Alejandro LHSC has become one of the leading Canadian hospitals for organ transplantation from donors after cardiac death (DCD), and liver transplants from DCD donors now account for 15 per cent of LHSC’s annual totals—more than any other Canadian centre. He is also spearheading machine perfusion of donated livers at LHSC in collaboration with two other Canadian centres in order to maximize the use of organs that might otherwise be discarded.

Dr. Hernandez-Alejandro inspires colleagues, fellows, and residents through his own work ethic, resourcefulness and desire to help patients with life-threatening problems. He is truly pushing the envelope for patients facing a life-threatening illness.
Dr. Andrew House
2015 President’s Award for Physician Leadership

Dr. Andrew House is the Chief of the Division of Nephrology whose practice spans 17 years at LHSC.

Dr. House is described as exuding warmth and caring during interactions with all hospital staff, peers, patients and family members. Patients, students, and colleagues have a high degree of trust in Dr. House, knowing he will work tirelessly to ensure their experience is meaningful.

Dr. House volunteered to be a super-user during the implementation of HUGO, coming in on weekends to help physicians, residents, nurses and medical students learn how to best use HUGO to deliver excellent care to patients. A natural leader and teacher, Dr. House encourages all team members to participate in discussions around patient and clinical issues, often reminding others of the value of various perspectives. Throughout his career, Dr. House has mentored the careers of several medical students, internal medicine residents, nephrology fellows and junior nephrology attending physicians. Dr. House has made the education program a priority during his tenure as chief, developing several teaching tools to educate a variety of learners ranging from medical students to ICU fellows. Dr. House is also viewed as a mentor to many physicians new to the hospital system and his expertise in teaching and learning have helped many achieve a number of successes in their own careers.

Described as a strong patient advocate and superb clinician, Dr. House regularly role models for his peers what it means to go the extra mile for a patient. Dr. House’s compassion for his colleagues and teammates also translates into tremendous compassion and empathy for his patients. Even years after a patient has passed away, Dr. House maintains relationships with the family and even on the busiest of days he will find time to invite a family member who has stopped by into his office for conversation.