

## Pembroke Regional Hospital

# MEMO

**To: All Staff**  
**From: Human Resources**  
**Date: November 25, 2022**  
**Subject: New Vice President, Clinical and Support Services**

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Please join us in congratulating **Melanie Henderson** as the **Vice President, Clinical and Support Services** effective January 9, 2023.



Melanie holds a master's degree in Social Work and LEAN greenbelt certification. She has worked at The Ottawa Hospital for over 20 years in various capacities including front line social worker, Manager of Patient Advocacy and Clinical Risk, Director of Clinical Support Services with oversight for Environmental Services, Patient Transportation, Nutrition and Food Services, Contact Center, Patient Flow and Access as well as various Allied Health Professionals. More recently, Melanie has held the role of Director, Transitional Care, Geriatric Medicine, Rehabilitation and Allied Health professionals.

Melanie has been integral in the development of several key initiatives at The Ottawa Hospital which include the establishment of Patient and Family Engagement framework and program, the Operations Command Center, the Patient Food Transformation and the ALC strategy.

Melanie is passionate about building and elevating leaders and teams, fostering innovation to improve the patient and staff experience, driving changes aligned with the strategic direction where she brings a solid knowledge of the operation and the region.

In her spare time, Melanie is also a wife, a mother of 3 teenagers and a volunteer. She enjoys spending time outdoors with her family kayaking, canoeing camping, biking, hiking and skiing. Melanie is looking forward to working with the entire healthcare team at Pembroke Regional Hospital!