

connections
MAY • 2014

PREVENT!

QUALITY!

PROCESS!

A+

PATIENT SAFETY

SUPERHEROES

It's a Bird, It's a Plane –It's...

You might not always be able to recognize it, but at St. Joe's you're surrounded by Patient Safety Superheroes!

She moves at the speed of light, improving process and helping our patients receive the right treatment, in the right place. Fantastic Flow (aka Tara Coffin Simpson, Nurse Manager) has been cleverly hiding her super powers behind stylish suits right under our noses for years. Now she's taking a stand, going where no superhero has gone before, by sharing her story for a greater good.

In our Charlton Campus' Emergency Department, Nurse Manager Tara Coffin-Simpson has been saving the world one patient safety improvement initiative at a time. In her latest triumph, she was assisted by a league of extraordinary clinicians, physicians and frontline staff in developing the Improved Assessment Physician (IAP) Process. The IAP process improves patient flow and allows for patients to be seen quicker by physicians in our emergency department.

Our Patient Safety Superheroes are making themselves known to encourage our staff to recognize the everyday things we all do to improve safety and quality – and to participate in upcoming Accreditation activities – one of these being the Patient Safety Culture Survey (Coming to computer near you in June 2014).

There are others like Fantastic Flow working in our midst, literally going above and beyond to keep our patients safe. Over the next few weeks their true identities will be revealed in a campaign that asks each of us to channel the superhero inside us and take the Patient Safety Culture Survey for your chance to win an amazing prize.

St. Joseph's Healthcare Hamilton regularly participates in an accreditation process. In 2012 St. Joseph's Healthcare Hamilton received the highest level of Accreditation that a healthcare organization can receive: Accredited with Exemplary Standing. The process consists of an organizational self-assessment, an on-site

survey done by Accreditation Canada surveyors, and follow-up actions for improvement. System-wide areas assessed during accreditation include clinical care, governance, leadership and management, infection prevention and control, and medication management. ●

Do you have colleagues who outshine by practicing diligent hand hygiene or thwarting pressure ulcers? What about that duo who have joined forces to transfer accountability at the bedside or that one colleague with the glasses who excels at preventing falls? Could they be a Patient Safety Superhero and you don't even know it?

Maybe the superhero that is enhancing the quality of care and safety that we offer our patients is YOU.

Questions about our path towards Accreditation in 2014?

Contact Yelena Potts, Quality and Safety Consultant, Ext. 32893



Hamilton Spectator @TheSpec
Boris family's \$5m donation helps expand robotic surgery at St. Joe's | by Dave Churchill.
Visit <http://bit.ly/1jltvjm> for the story.

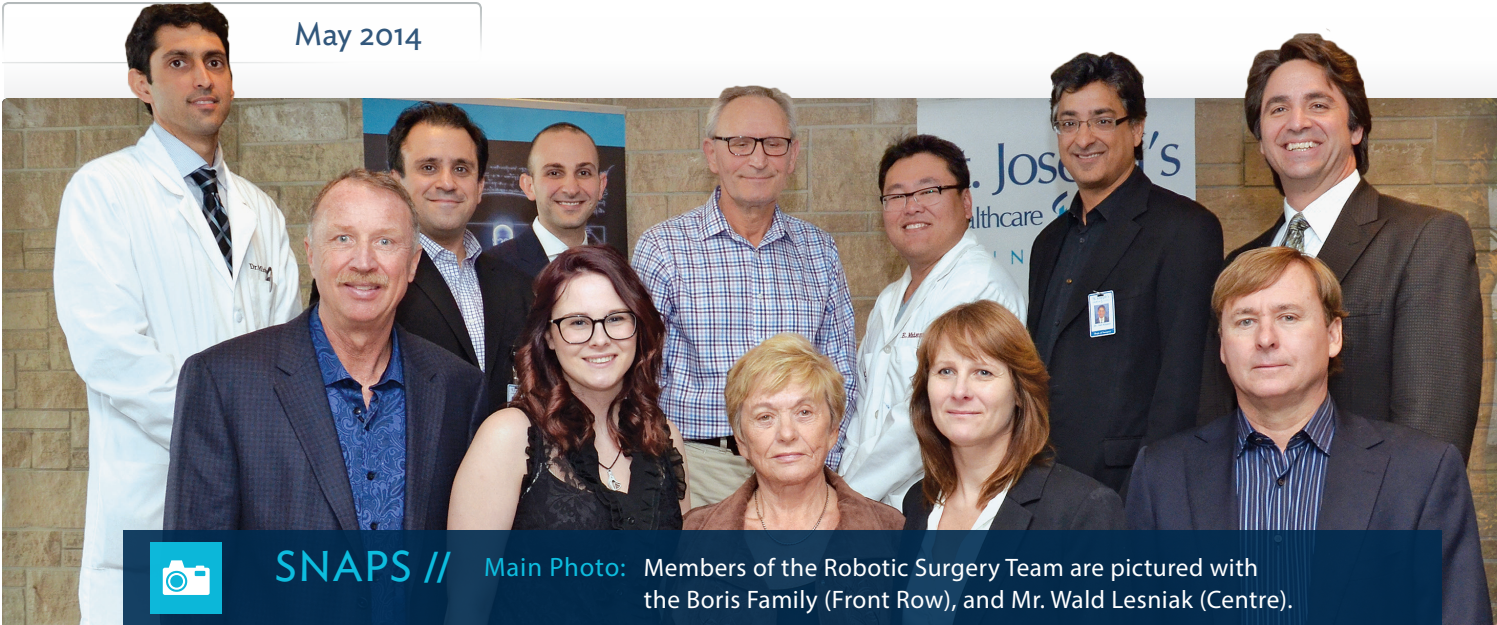


15 Apr 2014

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May 2014



SNAPS // Main Photo: Members of the Robotic Surgery Team are pictured with the Boris Family (Front Row), and Mr. Wald Lesniak (Centre).

Boris Family Brings Robotic Surgery to New Frontiers

On April 15, 2014, thanks to a new gift of \$5 million from the Boris Family, our Hospital expanded the scope of its robotic surgery program to include patients in need of surgeries of the head, neck, chest and kidneys.

"The outcomes we are seeing in our robotic surgery patients are incredible," says Dr. Anthony Adili, Chief of Surgery. "Patients are going home within days of their procedure, often with little to no pain medication required. We're also seeing a trend in reduced need for blood transfusions and fewer complications post-surgery. We're excited about the opportunity to bring similar outcomes to even more patients thanks in large part to the Boris Family's generosity."

The Boris Family said about their second gift to robotic surgery at the Hospital, "We've been so impressed with the way the robotic surgery program has evolved here at St. Joe's. The impact on patient care is everything our family hoped it would be and we want even more patients to have the chance to benefit from this incredible technology," said Les Boris and his sister Jackie Work.

Guests of the gift announcement watched a video chronicling the 48-hour journey of Mr. Waldemar Lesniak who was one of the first patients to undergo robotic surgery to treat his early-stage lung cancer. St. Joe's is only the second hospital in Canada to perform this procedure.

To recognize the Boris family's investment in our Hospital, St. Joseph's Healthcare Hamilton will now be home to The Boris Family Centre for Robotic Surgery.

Robotic Surgeons:

Dr. Mehran Anvari, Dr. Michael Gupta, Dr. Waël Hanna, Dr. Dennis Hong, Dr. Anil Kapoor, Dr. Eddie Matsumoto, Dr. Yaron Shargall, Dr. Bobby Shayegan.

Robotic Surgery Nurses:

Elisa Bolognone, Colleen Clark, Doug Crane, Pam Currier, Michelle Dodds, Christine Doucette, Dee Frisina, Mia Kolibash, Menchie Marte, Patrizia Monterroso, Heather Tomlinson, Charanjit Williams, Mary Winn. ●



"We all see the common vision that everything we do here has the underpinnings of research and education... It is because of the visionary leadership and generosity of the Boris family that we've been able to take the St. Joe's surgical program to the next level."

// DR. ANTHONY ADILI



Transforming the Campus Grounds

at the new
West 5th Campus

Phase Two Construction Moves Outside

The West 5th Redevelopment Project will be complete in the Fall of 2014 when the Campus grounds and parking are finalized and the remaining outpatient clinics settle into their new locations. The completion of Phase Two will mark a memorable moment for St. Joseph's Healthcare when integrated medical and diagnostic services will be provided side by side with acute mental health programs and services.

Phase Two includes the relocation of over 20 outpatient clinics that will move in September 2014. A new parking lot, located near the West 5th Street entrance will be available in September 2014 for patients, staff and visitors, bringing total parking capacity at the site to just over 800 parking spots.

The Campus grounds were designed to welcome the community and extend patient programming onto the scenic mountain brow. The West 5th Campus will include outdoor facilities and walking trails, which will be used for recreational and therapeutic purposes.

The goal of the versatile Campus grounds is to draw the Hamilton community towards a beautiful, public green space and provide access to outdoor recreation.

Preserving the rich history of the site is an important part of the final stage of the redevelopment project. Three commemorative heritage parkettes will be located throughout the grounds to celebrate Grove Hall, Hickory House and Gateview. The parkettes will outline the shape of the original buildings and include signage that honours the legacy of the site. Other commemorative features will include a heritage wall in the Inpatient Rehabilitation Unit courtyard, constructed with 3000 bricks from Gateview, Hickory House and Auchmar, as well as a bench built with the stone pillars from Grove Hall.

Phase Two of the West 5th Campus is well underway and we are looking forward to the completion of our new Campus grounds! For questions about the West 5th Redevelopment Project, please contact west5th@stjoes.ca ●



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Mon, Tues, Thurs, Fri... 8:30am to 4:30pm
Wednesdays..... 10:30am to 5:00pm
Closed Daily from..... 1:30pm to 2:30pm

Happening at St. Joe's

Spotlight on Library Services: New Database Available



Image Credit: Joanna Briggs Institute www.joannabriggs.org

Joanna Briggs Institute - Evidence-Based-Practice offers easy-to-use tools for point-of-care, appraisal, implementation, quality improvement and research. This comprehensive database includes over 3,000 records across seven publication types:

- ▷ Evidence Summaries
- ▷ Evidence-Based Recommended Practices
- ▷ Best Practice Information Sheets
- ▷ Systematic Reviews
- ▷ Consumer Information Sheets
- ▷ Systematic Review Protocols
- ▷ Technical Reports

For more information, contact:



MyStJoes / Library to access.



Charlton Campus ext. 33440 or
West 5th Campus ext. 36322. ●

Staff Partnership Award in honour of National Volunteer Week



Congratulations to the Hemodialysis Portering team as this year's recipient of the Staff Partnership Award presented by their colleagues in the Volunteer Resources Department. This annual award is presented to a team at St. Joseph's Healthcare Hamilton in recognition of their contribution and support to enhancing volunteer engagement. Receiving the award for 2014 are Elroy Pires and Dan VanHoek who have mentored and trained many of the new volunteers in the Hemodialysis department. ●

SNAPS //

Above: Pictured are (L-R) Susan Zidaric-Seymour, Mark Smith, Clyde Coventry, Elroy Pires, Dan VanHoek and Dr. David Higgins



A new season of the lottery is here with more tickets than ever before!

Visit stjoesfoundation.ca and click on 'Staff Programs' to download the enrollment form.

April 11, 2014

Isabel Lopes
Medical Rehabilitation, Charlton Campus
\$7422.00

April 25, 2014

Jennifer Melnick
Electrodiagnostic Services, Charlton Campus
\$7,606.50

connections

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Send your comments, suggestions, story ideas or submissions to:

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Amanda Carter, RN,
Emergency Department,
Charlton Campus

Nursing Week May 12-18

Across St. Joseph's Healthcare Hamilton, our nurses are making a positive impact on our patients and our community. During the week of May 12-18, we proudly celebrate Nursing Week by recognizing our nurses' outstanding commitment to high quality, evidence-informed, and compassionate care.

Calendar of Events

This year there are a variety of opportunities to get involved and celebrate those who provide such compassionate care each day to our patients and their loved ones.

	Afternoon Events	Evening Events
FRI May 9	RNAO Hamilton Chapter Nursing Week Dinner Hosted by: Registered Nurses' Association of Ontario's (RNAO) Hamilton Chapter Contact: Lisa Richter Tel: 289-776-6953 Email: richterlj@gmail.com	
MON May 12	Celebration Coffee/Tea Break for all Nursing Staff Location: CHARLTON CAMPUS 2 nd floor lobby, Juravinski Innovation Tower Time: 2:00 p.m.– 3:30 p.m.	Celebration Coffee/Tea Break for all Nursing Staff Location: WEST 5 TH CAMPUS Cafeteria Time: 9:00 p.m.– 10:00 p.m.
TUES May 13		Celebration Coffee/Tea Break for all Nursing Staff Location: CHARLTON CAMPUS Cafeteria Time: 9:00 p.m.– 10:00 p.m.
WED May 14	Knowledge Café Posters, refreshments, music and prizes. Everyone is welcome. Location: WEST 5 TH CAMPUS 1 st floor Atrium Knowledge Café Time: 2:00 p.m.– 4:00 p.m.	13th Annual Nursing Excellence Awards Dinner Location: Michelangelo's Banquet Centre Time: Reception: 6:00 p.m. Dinner: 7:00 p.m. Tickets: \$35.00 each Contact: Jessica Williams Tel: ext. 35201 Email: jewillia@stjoes.ca
THURS May 15	Celebration Coffee/Tea Break for all Nursing Staff Location: KING CAMPUS Kemp Auditorium Time: 2:30 p.m.– 3:30 p.m.	

Get your tickets for the 13th Annual Nursing Excellence Awards Dinner

Tickets are still available for the dinner and award ceremony held on Wednesday, May 14th at Michelangelo's Conference Centre in Hamilton. Tickets are \$35 each and available by contacting the following:

- | | | |
|------------------|--------------------|------------|
| Jessica Williams | jewillia@stjoes.ca | ext. 35201 |
| Deanna Burnet | dburnet@stjoes.ca | ext. 33175 |
| Sharon Simons | ssimons@stjoes.ca | ext. 36738 |
| Brooke Cowell | bcowell@stjoes.ca | ext. 38263 |

Announcing Nominees for the 2014 Nursing Excellence Awards!




Find out who was nominated at:

-  MyStJoes / Department of Nursing / Nursing Practice
-  www.StJoes.ca
-  Jessica Williams at ext. 35201 or jewillia@stjoes.ca

Did you know...

Nursing Week is celebrated each year across Canada during the week of Florence Nightingale's birthday, May 12th, the founder of modern nursing. It is a time to recognize the year-round dedication and achievements of Registered Nurses (RNs), Registered Practical Nurses (RPNs) and Nurse Practitioners (NPs), and to increase awareness of their contributions to the well-being of our community.

Join us in celebrating our nurses! During Nursing Week we will be sharing stories of commendable nurses online:

-  Visit www.StJoes.ca for more information
-  @STJOESHAMILTON
-  St. Joseph's Healthcare and Foundation



Mental Health Week May 5-11

Thank you to all of our staff, physicians and volunteers throughout St. Joseph's Healthcare Hamilton for their important work in supporting people with mental illness on their journey of recovery. Every intervention, every supportive action, every kind word and every effort to advocate for people with the lived experience of mental illness is important.

While approximately 1 in 5 Canadians experience serious mental illness, and approximately 1 in 7

Canadians experience addiction/substance use issues each year, recovery and the potential to lead a full and meaningful life has never been more possible than it is now.

Help us achieve our goal to enhance the care and work experience at St. Joseph's Healthcare Hamilton by creating an environment that is **FREE** of **stigma** and **discrimination**. ●



Share your ideas by emailing stigmafree@stjoes.ca

Mindfulness at St. Joe's

Mindfulness is a simple concept that involves paying attention in a particular way: on purpose, in the present moment, and without judgment. With practice, mindfulness can also build wellness and resilience in the workplace.

In fact, the health effects of mindfulness meditation can be dramatic. A growing body of research indicates that mindfulness interventions are an effective way to enhance mental and physical health, and boost overall wellness.

From January to June 2013, more than 175 healthcare professionals in Hamilton took part in a series of mindfulness meditation exercises over several weeks as part of a study to see whether these practices could increase wellness and resilience in the work place.

"This study assessed the impact of mindfulness meditation on personal factors such as empathy, burnout, productivity, and attention," explains Peter Bieling, Director of Mental Health.

"What we found was that mindfulness goes beyond the individual and effects engagement, the team, and ultimately the workplace structure as a whole."

The study concluded that participation in regular mindfulness meditation could reduce absenteeism and presenteeism, increase engagement and teamwork, enhance quality of life for the individual, and enable a culture of compassion in the organization.

The Mental Health, Wellness, and Engagement Committee is currently working to roll out mindfulness initiatives across the organization. For more information about mindfulness and tips on how to develop your own personal mindfulness strategies, visit MyStJoes and go to: **Groups/Departments > Human Resources > Wellness > Mindfulness**.

Mindfulness

-  Empathy
-  Productivity
-  Attention
-  Anxiety
-  Depression
-  Stress
-  Burnout

Join a Mindfulness Practice at St. Joe's:

Mondays:

1 – 1:30 p.m.
Charlton Campus
Employee Wellness
Centre (G124)

Wednesdays:

12 – 12:30 p.m.
West 5th Campus
Seminar Room 1 (A217)



Hearts of Hope

When Mary was discharged after a brief stay in the Mood Disorders unit at the West 5th Campus, she felt appreciative of the care she had received at St. Joe's, and empathized with others who were going through a time of difficulty.

"I wanted to do something that would be a reminder of hope and love for other patients who may be experiencing what I have been through,"

explains Mary. "I wanted to give back, and I thought the best way to do that would be to pay it forward."

Mary began a "karma project" making heart-shaped stain glass ornaments to give as symbolic gifts to departing patients. These tokens were "made with love" and delivered in gift boxes inscribed with motivational messages.

