

connections

FEBRUARY • 2015



## St. Joseph's ProResp Inc. Celebrates 11 Years of Helping Patients Breathe Easy

In 2015, St. Joseph's ProResp is celebrating their eleventh year of serving our patients both in our hospital and in our community.

As the Coordinator of Community Services, Respiratory Therapy for over a decade, Barb Fiorino has seen many improvements since St. Joe's partnered with ProResp Inc. (a member of the Trudell Medical Group) in 2004 to create jointly owned St. Joseph's ProResp. "There is a solid link from the hospital to the community, providing an integrated model of care resulting in a safe and effective transition for patients returning home from the hospital," states Barb. Working in St. Joe's Firestone Institute for Respiratory Health, Barb assists patients that need home oxygen or home respiratory support. Patients are then

given a choice of providers including St. Joseph's ProResp. With over 250 active patients with ProResp, "it really is a team effort," says Barb.

*"It is extremely gratifying working with ProResp to help patients deal with their illness from the comfort of their home."*

The core services provided by St. Joseph's ProResp are home oxygen therapy and the provision of positive airway pressure (e.g. CPAP and BiPAP) devices for patients with obstructive sleep apnea, referred from the Sleep Assessment Program at

St. Joe's. The company also assists in the transition of chronic complex respiratory patients (those who require a ventilator or tracheostomy to breathe) from hospital to community. In the past few years, St. Joseph's ProResp has been a collaborative partner with St. Joseph's Home Care and as part of the Integrated Comprehensive Care Project which supports early discharge of COPD and post-thoracic surgery patients, reducing hospital lengths of stay and re-hospitalization rates.

Mike Pohanka, St. Joseph's ProResp President shares, "We are pleased to announce a milestone achievement in our eleventh year of operation. St. Joseph's ProResp has now generated and paid to St. Joe's in excess of \$1 Million, which the hospital has deployed to improve the scope and quality of in-hospital care." ●



Barb Fiorino RRT, Coordinator of Community Services, Respiratory Therapy has been working with Melissa Hine, RRT, Manager of St. Joseph's ProResp for eight years to coordinate patients' needs for a seamless transition from hospital to home.



**CBCHamilton** @CBCHamilton • Feb 4 2015

Hamilton health care model to be used across Ontario. [cbc.ca/1.2943951](http://cbc.ca/1.2943951) #HamOnt @ONThealth @STJOESHAMILTON



## AROUND THE WORLD IN 6,000 CARDS

For Joe Scozarri who works in Housekeeping, his prized collection of business cards from barber shops around the globe started out as a passing question he posed to his flight attendant friend: had he ever gotten his hair cut in another country?

When his friend showed him the business card of his barber in London, England, Joe's interest was piqued and a new hobby was born.

Joe, a long time St. Joe's employee, started this unique hobby in 1997 when he was a barber himself. 18 years later, and his collection has grown in size and in purpose. To date, he's collected 5,900 cards from 126 countries, including at least one from each province and territory in Canada, and all 50 states in the USA.

More recently Joe has put a new spin on his hobby. For every business card he receives, he now makes a gift to St. Joseph's Healthcare Foundation.

"My hope is that my story will inspire others to give back to our great community and this Hospital. Not only does it feel good, but I believe that the more people that give back, the stronger and healthier our community will be" explained Joe.

Looking for your own unique way to support St. Joe's? Want to transform your hobby into a way to help your community? Get in touch with one of our Foundation staff and we'll help you bring your idea to life. Call 905.521.6036 or email [info@stjoesfoundation.ca](mailto:info@stjoesfoundation.ca). ●

# St. Joe's is Choosing Wisely

*Did you know St. Joseph's Healthcare Hamilton has an Antibiotic Stewardship Program?*

Antibiotic stewardship is a new program developed over the last decade because more bacteria are becoming resistant to antibiotics and there are fewer new antibiotics in the development pipeline. As a consequence, infections that were easily treated in the past are becoming more difficult to treat. Public Health Ontario supports antibiotic stewardship as an effective strategy for limiting excessive use. Additionally, as of 2013, Accreditation Canada mandates that all acute care facilities have an Antibiotic Stewardship Program. The goal of these programs within hospitals is to ensure that antibiotics are being used wisely.

Committed to providing high quality evidence-based care for our patients, the Antibiotic Stewardship Program at St. Joe's was created in 2010 as a quality improvement initiative to limit the overuse of antibiotics throughout the hospital. Antibiotics are a valuable resource and must be used sustainably to reduce the rate of antibiotic resistance, as well as improving outcomes for patients.

Leading the Antibiotic Stewardship Program at St. Joe's is Dr. Philippe El-Helou, Head of Service of Infectious Diseases, St. Joseph's Healthcare Hamilton and Jennifer Lee, Antimicrobial Stewardship Pharmacist, St. Joseph's Healthcare Hamilton.

Dr. Philippe El-Helou defines antibiotic stewardship as, "ensuring patients get the right antibiotics, at the right time, with the right dosage." He adds "a common misconception is that more is better." Giving patients more antibiotics for a longer period of time isn't always better and can cause unnecessary harm.

Dr. El-Helou and Ms. Lee conduct antibiotic reviews in units within the hospital to assess the use of antibiotics with physicians and learners by providing feedback to ensure patients are on the most appropriate antibiotic(s) and where required, recommend discontinuation or reassessment of therapy. Formal antibiotic reviews (rounds) currently take place in the Intensive Care Unit (ICU), Nephrology Unit and General Internal Medicine Units in collaboration with the unit pharmacists who make sure the correct antibiotic, at the correct dose and duration is given. Another part of the program involves reviewing all culture results for patients who test positive for bacteria in the blood to ensure they are receiving appropriate treatment. Through these initiatives the Antibiotic Stewardship Program continues to enhance the quality of care and safety of our patients. "The main goal of the program is to ensure patients receive the best care possible," explains Ms. Lee.

Next time you see a doctor, have a conversation. ●

Learn how you can become engaged in your healthcare through St. Joe's is Choosing Wisely by visiting: [www.stjoes.ca/choosingwisely](http://www.stjoes.ca/choosingwisely)



SHARLEEN TRELEAVEN  
PHARMACIST

BARBARA L'AMI  
NURSE PRACTITIONER

STACY CHARLTON  
PATIENT

SONYA O'SULLIVAN  
PHARMACY ASSISTANT

DR. STEWART PUGSLEY  
RESPIROLOGIST

We all know that medications are powerful. However, did you know that the clinicians who monitor, check and double check our patients' medications and dosages possess super powers? From admission to discharge in the community, The Medication Marvels on the Rehabilitation Program at our Charlton Campus, employ teamwork, accuracy, accountability and patient involvement to successfully execute a new formal Medication Reconciliation (aka Med Rec) process.

When patients come into hospital, it is vital that clinicians have an accurate understanding of the medications the patient was taking at home so that prescribing clinicians can make decisions about the best direction for care. Each time a patient is transferred from unit to unit, or unit to the community, a review of medications prescribed in hospital compared to those taken at home takes place. Any changes to doses or new medications are documented by the healthcare team and then communicated with the patient or their loved ones.

On the Rehabilitation Unit, medication safety is taken to a new level with prescribing clinicians, pharmacists, therapeutic staff and nurses all working together to execute a new formalized reconciliation process.

"Our goal is to remove and reduce the risk for drug interactions for our patients by developing accountability

through formal process," says Barbara L'Ami, Nurse Practitioner. "Imagine if a patient came to the Rehab Unit taking an anti-inflammatory drug daily, and then when they were discharged it was important that this stopped because it will cause an adverse reaction with new drugs they have been prescribed. This is why it is so important that patients or their loved ones are communicated with about any changes to their medication during their stay, and again when they leave hospital."

Medication safety begins as soon as patients arrive to a unit or to hospital. At least two credible sources are consulted to create a Best Possible Medication History (or BPMH) for every patient when they arrive. This could include confirming with the patient's community pharmacy, with the Ministry of Health or when possible, asking the patient for a list.

"Right now Best Possible Medication History (or BPMH) is done using an interview format and documented on paper," says Sonya O'Sullivan, Pharmacy Assistant. "St. Joe's is working to develop a digital BPMH, giving all required clinicians streamlined access to this information when they need it. This will help maintain accuracy during transfers, keeping our patients safe." ●

## WHAT IS BetterHealth BetterExperience?

Everything you do to improve the health and experience of our patients at our hospital adds up. We're building a culture of continuous improvement that extends far into the future – well after Accreditation has ended. Look for the Better Health, Better Experience wordmark for updates on our progress.

# WEST 5TH BIRTHDAY

*Celebration & Marketplace*



**M**onday, February 9th will mark one full year since we officially opened the Margaret and Charles Juravinski Centre for Integrated Healthcare at our West 5th Campus.

We'll be celebrating this exciting milestone with a special event – and you're invited! We hope you'll join us for a piece of birthday cake and check out the Marketplace featuring a variety of programs and services.

Don't miss this fun event as we celebrate your many successes over the past year and recognize the hard work by our staff in bringing the new building to life. ●

*Join us as we come together to celebrate and learn about our new colleagues at the West 5th Campus.*

#### DATE

Monday, February 9

#### TIME

Agenda & Refreshments  
11 a.m. – 12 p.m.

Marketplace Displays  
11 a.m. – 1 p.m.

#### LOCATION

Level 1 Atrium, West 5th Campus

# February is Psychology Month!

**P**sychology Month aims to generate activities that will raise Canadians' awareness of the role psychology plays in their lives and in their communities. Psychology Month encourages all members of the psychology profession to connect with their communities and show them the value and benefits of their work.

Join us for a series of events featuring experts in the field of Psychology, every Thursday throughout the month of February:

DR. JULIANA TOBON

**An Introduction to the Youth Wellness Centre: Increasing Capacity for Youth-Centred Services**

Thursday, February 5 • 12 – 1 p.m.

Lower Auditorium, West 5th Campus

ANTHONY NAZAROV

**Morality and Mental Health within the Military**

Thursday, February 12 • 12 – 1 p.m.

Lower Auditorium, West 5th Campus

DR. KAITLYN MCLACHLAN

**Fetal Alcohol Syndrome in Forensic and General Mental Health Settings; A General Overview**

Thursday, February 19 • 12 – 1 p.m.

Lower Auditorium, West 5th Campus

DR. STEPHANIE MCDERMID VAZ

**Early Intervention in Psychosis: Making the First Episode the Last**

Thursday, February 26 • 12 – 1 p.m.

Lower Auditorium, West 5th Campus

# From Influenza to Ebola:

## Ensuring Staff Safety is a Strategic Priority

Every day, we commit to do our best to provide a safe, effective, high quality experience for the patients and clients we are privileged to care for. Behind the scenes, two internal departments work to ensure the same standard of excellence is a priority for the dedicated people who work at St. Joe's, placing staff safety at the forefront by championing preventative care and preparing for the unexpected.

Recently, the Ministry of Labour visited the hospital's Charlton and King Campuses to assess the organization's preparedness for Ebola Virus Disease (EVD) and to review measures that have been implemented to protect workers from potential exposure.

Included was an extensive review of measures and procedures for suspected and confirmed EVD cases, observation of admission flow process and management of potential cases entering the Charlton Emergency Department (including via EMS) and King Campus Urgent Care.

Also included was the healthcare worker training, communication protocols, personal protective equipment including donning and doffing, N95 respirator fit testing, environmental controls and other measures. The visit also included document review and individual staff interviews. All staff were very receptive to the inspectors and answered the numerous questions posed to them with confidence, reassuring the inspectors that they had received numerous educational opportunities and felt safe in their ability to manage a potential case. This situation is just one of the many day to day situations that our staff continue to effectively manage applying their knowledge, skills, training, personal protective equipment and

commitment to safe work and safe care. As a result of this positive visit, no orders were issued. The report is posted on the Joint Health and Safety Committee bulletin board at both Charlton Campus and King Campus.

*Thank you to all the departments who worked so diligently to prepare for a potential Ebola case.*

This winter has also proven challenging in terms of managing outbreaks of metapneumovirus and influenza at both the Charlton and West 5th Campuses. The Infection Prevention and Control team has worked closely with inpatient units to ensure best practices are followed in each of these outbreaks, leading to quick resolution for patients and minimizing risk of exposure to staff.

*"During this time of increased flu and other virus activity in the community, we need to work together to prevent the spread of illness,"*

says Anne Bialachowski, Manager, Infection Prevention and Control. "The most effective thing we can do is to practice good hand hygiene! It's also important that staff not come to work when ill with symptoms that are of an infectious origin - you must remain off work until you are fever free. In the case of influenza, staff must remain off work until the period of peak symptoms has passed and the period of communicability has passed - five days from the onset. ●

## WHEN YOU ARE ILL

Please report symptoms of flu, fever/cough, nausea, vomiting, diarrhea or conjunctivitis to the Employee Health Office (EHO).

**Employee Health Office**

Charlton Campus and King Campus – Ext. 33344

West 5 Campus – Ext. 36361

## Documentary screening at West 5th

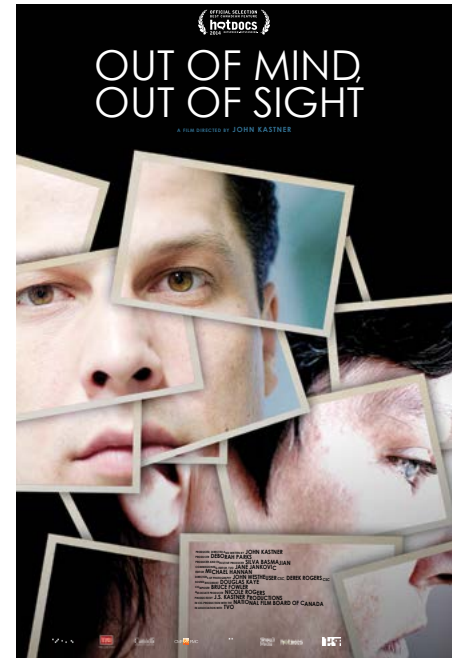
The Forensic Psychiatry Program invites you to join us for a screening of the documentary film "Out of Mind, Out of Sight" by Emmy award winning filmmaker, John Kastner.

After gaining unprecedented access to an Ontario forensic psychiatric hospital, Kastner follows the treatment of four patients struggling to gain control over their lives, so they can return to a society that often dears and demonizes them.

Date: Thursday, February 19, 2015  
 Time: 7:00 p.m. (coffee & tea reception 6:30 p.m.)  
 Place: Auditorium West 5th Campus, St. Joseph's Healthcare Hamilton

Take part in a lively panel discussion with the filmmaker and forensic experts immediately following the screening.

Admission is free and printing your ticket is not required for entry. There is no charge for admission, however the donation of a non-perishable food item to benefit The Good Shepherd would be appreciated. ●



[Click here to reserve your ticket\(s\) on EVENTBRITE](#) as seats are limited.



### What Changes have these Champions Made?

The QPPIP team has committed to only using reusable coffee mugs at work. Following the rules of the Coffee Cup ECO Challenge, our colleagues pay a fine of \$1 each time they use a disposable cup. The money raised from this "penalty jar" will be used to plant trees in local Hamilton parks. Want to commit your work zone into a Disposable Cup Free Zone? Check out the ECO Program's intranet page for the challenge details.

### Why does it Matter?

Did you know that Canada throws out 1.6 billion disposable coffee cups each year? While the environmental impact of disposable cups is lessened when we recycle them, 1.6 billion cups consume enormous amounts of fuel, paper, ink and plastic when made. These resources add up fast: It takes one tree to make 365 paper cups!

Using a reusable coffee cup means more than being green or trendy. Using a reusable mug means that you are providing a healthier environment for ourselves, our family and our patients by consuming less resources and making less waste.

**FACT:** Paper products don't breakdown safely in landfills because they mix with all kinds of materials that make it impossible to safely decompose. In a landfill, paper products become toxic to the environment and affect our health.



#### Want to become or call attention to a Change Champion?

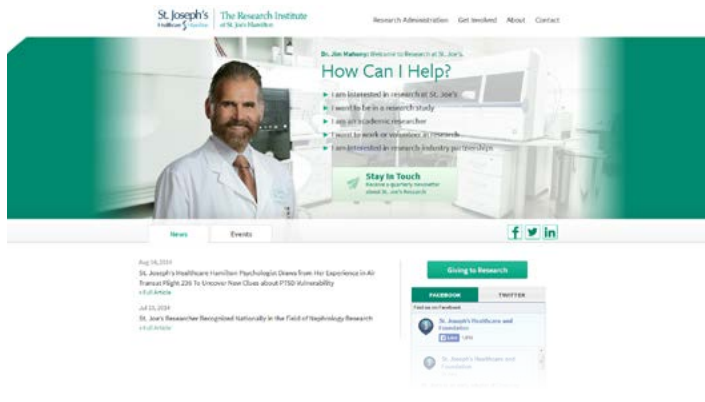
Email [eco@stjoes.ca](mailto:eco@stjoes.ca) or visit  
 MyStJoes » Corporate Initiatives » ECO Program

# St. Joe's Research Institute Launched its New Microsite!

Driven by a vision to deliver an integrated, high quality care experience and a passion for the pursuit and sharing of knowledge, researchers at St. Joe's are driving scientific and medical breakthroughs that are improving the lives and health of patients both in our own backyard, and around the world.

We are pleased to announce the launch of our new research microsite available at [research.stjoes.ca](http://research.stjoes.ca). The site will serve as a hub for our patients, staff and community to learn about the research that we do, and for our students, learners and researchers to access the resources that they need to continue to reinvent exploration.

We hope you visit the site often to learn about research undertaken at the Research Institute of St. Joe's Hamilton. ●



Click here to visit the research microsite.



## Re-New Your Self-Care Plan

Employee Wellness believes that a strong relationship requires a champion's attitude – and we want to help you develop that attitude with yourself!

Re-new your commitment to self-care this month and join us so we can cheer you on, encourage you, coach you, inspire you and keep you going.

Each day of the week we offer different classes in Mindfulness, Boot-Camp, Yoga, Spinning and Zumba. Or, send an email to [ppeters@stjoes.ca](mailto:ppeters@stjoes.ca) and enjoy a brisk run/walk in preparation for this year's Around The Bay Road Race.

This February give yourself a month-long Valentine of Wellness! ●

For information on Employee Wellness classes visit:  
MyStJoes » Groups/Departments » Employee Wellness

St. Joseph's  
Healthcare Hamilton  
FOUNDATION

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

Visit [stjoesfoundation.ca](http://stjoesfoundation.ca) and click on 'Staff Programs' to download the enrollment form.

### PAYDAY PAYOUT LOTTERY WINNERS

**January 16, 2015**

Sarah Hopmans  
Research  
Charlton Campus  
\$8,173.50

**January 30, 2015**

Leasa McLeod  
Occupational Health and Safety  
Charlton Campus  
\$8,187.00

### connections

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Send your comments, suggestions or story ideas to:  
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