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A newsletter for the staff, physicians and volunteers of St. Joseph's Healthcare Hamilton

## The Mental Health & Addictions Program: *Continuing to Ensure Only the Highest Level of Care*

by Karen DeBreau

Every three years, most Canadian hospitals undergo an accreditation process by the Canadian Council on Health Services Accreditation (CCHSA), a national organization made up of consumers and representatives from various health organizations across the country. This process involves an evaluation of hospital services by comparing them to nationally accepted standards. After team-based self-assessments, focus groups and an on-site visit by members of CCHSA, a final report that includes ratings, commendations, suggestions and recommendations is provided to the hospital.

In February 2005, St. Joseph's Healthcare Hamilton took part in this accreditation process. Since that time, the Mental Health and Addictions Program (MHAP) has undertaken a number of initiatives to continue to enhance the care and service it provides. They include:

□ Acknowledging that our sensitivity to client and family needs can be improved, the MHAP recognized the need to better inform families about mental illness, recovery and the mental health system. A task force developed a Family Information Handbook for families or significant others. It provides information about mental illness and services offered by the Mental Health and Addictions Program. A task group is revising the handbook based on

feedback received from clients, families and staff. The Peer Support Services is developing a template for a Patient Information Handbook that will be available for clients and its development will include feedback from consumers through discussion groups.

□ The MHAP believes it is important to share the accreditation report with patients and their families. The Peer Support Services is currently addressing this initiative.

□ To address enhancing client participation in setting their own goals, each of the services within the Program has been working to implement an inter-disciplinary Plan of Care.

□ Safety is everyone's responsibility - people first, safety always. Enhancing and sustaining a culture of safety for patients and staff is a priority for our program. Initiatives currently underway include:

- The Risk Management Committee, which merged with the Program Improvement Council in February 2006, monitors on a monthly basis the program's risk management indicators (Code Red, Code Blue, Code White, Patient Incidents, Employee Incidents, Deaths/Suicides and Patient Complaints/Compliments), trends and opportunities for improvements.

- The Program Improvement and Risk Management Council is assessing the program's patient identification needs. This includes looking at the

*continued on page two...*



*Aerial view of St. Joseph's Centre for Mountain Health Services.*

various patient identification systems available on the market (e.g. ID bands, bar coding, patient ID badges, etc.).

- The Personal Health Information Protection Act (PHIPA) has provided us with many opportunities to review our responsibilities in the collection, use and disclosure of patients' personal health information. We work closely with the Chief Privacy Officer and Human Resources to address all complaints of breach of privacy.

- The implementation of the Compliments and Complaints Policy emphasized that we consider compliments and complaints as opportunities to review our practice...at what we do well and what we can do better.

- It is two years since the implementation of the Hospital Incident Reporting System. Staff are to be congratulated in their reporting of patient incidents.

- A pilot project will soon begin on A2 and D2 introducing the use of SBAR (Situation, Behaviour, Assessment and Recommendation), a structured method of communication to improve teamwork and communication between caregivers, and enhance the quality of care we provide to our clients.

- The Mental Health and Addictions Program's Accreditation Committee has finished its work and has disbanded. The Program Improvement and Risk Management Council (PIRMC) continues to monitor progress in meeting the CCHSA standards. PIRMC has recently been involved in setting up a team of consumers to carry out a survey of patients' views about their experience of the care they received at SJHH.

- The Quality Assurance posters were a great success in informing clients, families, visitors and staff on the work of services regarding evaluation and program improvement. The Program Improvement and Risk Management Council expects that services will continue to update their Quality Assurance posters a minimum of four times a year and display these posters in areas where patients, visitors and staff can view them. The services are expected to use information from their quarterly reports as well as annual Plan, Do (implement), Check (measure impact of change), Act (implement the changes more widely or restart the cycle) initiatives for poster content.

The recommendations provided to us through this accreditation process have helped us to continue to think about and plan our services accordingly in order to move in a direction that improves the services to the populations we serve. Our next scheduled CCHSA visit is set for 2008.

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## New Leadership in Physiotherapy

Vince DePaul has taken on the role of Acting Manager and Professional Practice Leader - Physiotherapy.

He has been an employee of SJHH since 1989, and has held the roles of staff physiotherapist, Senior Physiotherapist and Stroke Coordinator. Vince provides clinical and education services within the General Internal Medicine Program, and has a special interest in research. He was the first recipient of the Novice Researcher Award, FSORC, and recently obtained a grant from the Ministry of Health for his research work comparing two approaches to post stroke walking retraining.

He is currently working on his Master's at McMaster University, School of Rehabilitation Science.

## FIRE ROUTES

Please be aware that the city by-law enforcement department, will be making constant patrols of the areas of the Charlton Campus that have been designated "Fire Routes".

Among other areas, these routes include the front entrances to the Fontbonne and Charlton Avenue buildings.

The city by-law officers have no discretion in the types of vehicles that will be ticketed, (excluding emergency vehicles, Fire, Police and Ambulances).

Please advise all staff, families and friends that may visit the facility that, tickets will be issued to vehicles found stopped in the Fire Routes.

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## *Connections*

Send your ideas, questions, classified ads, and other submissions (including articles of 400 words or less) to:

**Trish Famely**  
**Webmaster & Publications Specialist**  
**ext. 3037**

pfamely@stjosham.on.ca



From the Office of the President

## Canadian Patient Safety Week

It is truly incredible when you consider the many tiny microbes circulating in our environments, including our healthcare settings. Though our workplace usually seems clean to the eye, the truth is that despite our best efforts sometimes these small bugs are still present.

In fact, health care acquired infections are still a significant public health problem and patient safety issue. The Canadian Community and Infection Control Association estimates 220,000 infections are acquired in health care facilities and 8,000 deaths are attributable to these infections annually.

One of the major causes of these infections is a lack of attention to hand washing and hygiene protocols.

A recent study by Mark Loeb and others estimates hand hygiene compliance in Ontario at around 32 per cent. Although we have made many advances since the SARS outbreak in 2003, there is still much work to do at SJHH to ensure that all staff, and all visitors to our sites are cautious and diligent in ensuring we are not spreading germs in the hospital.

This week is Canadian Patient Safety Week, and it presents a great opportunity to renew our commitment to hand

washing and hand hygiene. In fact, this year's theme is "Patient Safety: It's In Your Hands," and we will put our best efforts toward increasing hand washing compliance by informing staff and patients of the associated dangers, while also having some fun with the initiative. For one, we will be hosting an information booth in the front lobby all week, and education initiatives at our sites. We are also hosting a Hallowe'en themed "House of Horrors" interactive simulation that will demonstrate the many ways infection can spread.

*continued on page four...*

## Announcements

Dr. Roman Jaeschke has been appointed Head of Service, Intensive Care, and Chief of the Intensive Care Unit. Dr. Jaeschke succeeds Dr. Peter Lovrics.

Dr. Jaeschke is already leading the St. Joseph's Critical Care Response Team initiative, and the integration of these two positions under his leadership will move Critical Care at SJHH forward in a very positive and exciting direction.

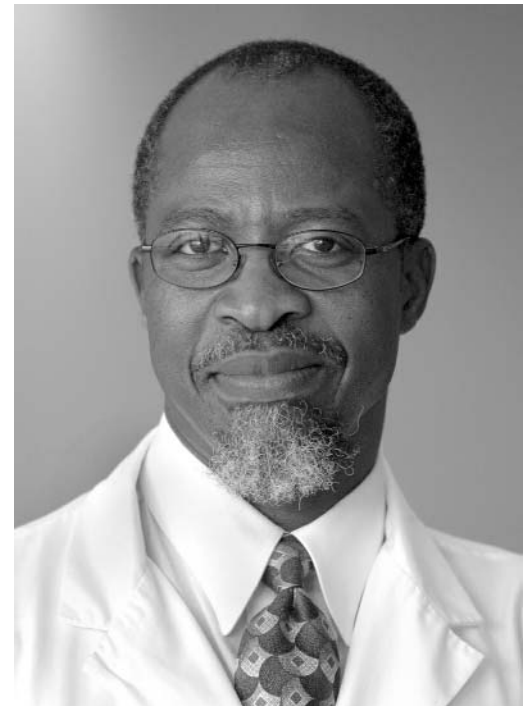
Mike Heenan has been appointed to the position of Director of Quality, Planning and Performance Improvement effective October 23rd, 2006.

In the Sterile Processing Department, Christine Broomfield has been appointed to the permanent position of Manager of SPD. And Mosina Agnello has been appointed to the permanent position of Supervisor in SPD.

## Outstanding

*Dr. Alezandre Dauphin is this years winner of the Sister Joan O'Sullivan Award.*

*The award is granted in recognition of an outstanding teacher and clinician whose practice exemplifies the values of the Sisters of St. Joseph.*





## BODY WATCH

### Alcohol and your health: Weighing the pros and cons

For every news story you read about the benefits of alcohol, another seems to warn you of the risks. The conflicting information can be confusing and frustrating. Though it's unclear whether alcohol's health benefits outweigh its risks, what is certain is that anything more than moderate drinking - two drinks a day if you're a man or one drink a day if you're a woman - can negate any benefits alcohol has on your body. Here are some points for you to consider.

Moderate alcohol consumption may provide some health benefits.

It can:

- Reduce your risk of developing heart disease
- Reduce your risk of dying of a heart attack
- Reduce your risk of strokes, particularly ischemic strokes

Excess alcohol consumption can lead to serious health problems, such as:

- Cancer, such as gastrointestinal, oral, pharynx, larynx, esophageal and liver cancers, as well as breast cancer in women
- Chronic pancreatitis, especially in people with high levels of triglycerides in their blood
- High blood pressure
- Miscarriage
- Heart failure
- Stroke

Weigh the pros of moderate drinking against the cons and decide for yourself whether drinking is right for you. Be sure to consult your doctor if you have questions or are unsure. Few medical experts, if any, advise non-drinkers to start drinking. But if you do drink and you're healthy, there's no need to stop as long as you drink responsibly and in moderation.

*Body Watch is a weekly column on health and nutrition written by the Dietitians of St. Joseph's Healthcare and Dietitians of Canada.*

## From the Office of the President

*continued from page three...*

At SJHH, we are more conscientious than ever before about hand hygiene. We have hand-sanitizing products like alcohol gel or foam nearly everywhere in the hospital, including all entrances, elevators, and nursing stations. They are also available in our public and patient areas as well. But our next step is challenging, as it requires all of us to make a conscious effort to change our daily patterns and wash our hands more regularly with these products. It will take all of us working together to ensure we are providing the safest environment possible for our patients.

This week is a great start, and has required great collaboration by our leaders in Infection Control, Risk Management, Nursing and Patient Safety. Following Patient Safety Week, we will keep you informed about a related initiative—St. Joseph's Healthcare Hamilton has submitted a proposal to the Ministry of Health to be one of 8 hospitals in Ontario to participate in the provincial hand hygiene project. If successful, we will be able to draw on international expertise and have additional resources to ensure hand hygiene success.

*Kevin Smith  
President and CEO*

## Hamilton's Inaugural Health Research in the City

*Tuesday, January 16, 2007*

### Attention: Hamilton Researchers and Industry Partners

You and your colleagues are invited to participate in a new and very exciting, collaborative initiative happening in our home town.

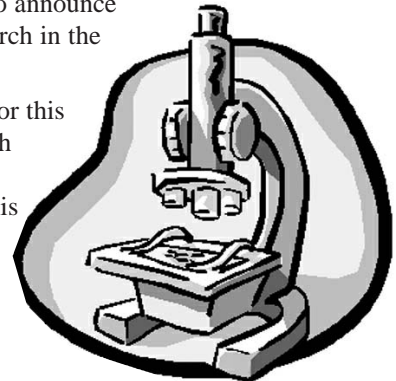
Hamilton Health Sciences, St. Joseph's Healthcare Hamilton, McMaster University - Faculty of Health Sciences and the Golden Horseshoe Biosciences Network are pleased to announce Hamilton's Inaugural Health Research in the City conference.

Cancer and Obesity are the focus for this year's one-day conference. Through keynote addresses, breakout panel presentations and poster awards, this event aims to highlight existing research programs and create research networks through collaborations by providing a forum for Investigators, Research

Coordinators, Administrators, Industry Partners, Trainees and Students to network - promoting interaction between fundamental, translational, clinical, knowledge transfer and health services research.

For more details on this event, please visit the following website:

<http://www.fhs.mcmaster.ca/conted/calendar/Flyers/HealthResearchintheCity.pdf>



# International Respiratory Therapy Week

## *Celebrate our Accomplishments!!*

### *October 22-28th, 2006*

*Breathing is something most people take for granted...that is, until it becomes something that is hard or nearly impossible to do on a daily basis.*

Respiratory Therapists are a vital part of any hospital and typically are part of the hospital's lifesaving response team that handles emergencies. Respiratory Therapists offer a multi-faceted role in health care. Of the approximately 2200 RT's that work in Ontario, the majority work in acute/critical care settings.

Respiratory Therapists are often the first health care professionals called to the scene when patients are experiencing respiratory complications. Thousands of Canadians suffer from some form of lung disease. Respiratory Therapists are involved in the care of patients suffering from: Asthma, Cystic Fibrosis, Chronic Bronchitis, Emphysema, Pneumonia, Croup, Trauma (Chest, head, spinal cord), Pulmonary Fibrosis, Heart or Kidney Failure, Cancer, Premature Infants,

Drowning victims and strokes. RT's also work in home care, diagnostics, research, rehabilitation, medical sales/service, teaching and patient education.

RT's offer the health care system the unique ability to treat patients across a broad age spectrum by caring for infants, children, adults and the elderly. RT's deliver their expertise throughout a variety of hospital programs. This includes Critical Care, Perioperative /Surgical Care, Urgent and Emergent Care, Chest and Medical Team where in each environment their role and scope is varied and specific to the needs of the patients and the program serviced.

The profession of Respiratory Therapy is over 35 years old, having been established in Canada in 1964. There

are over 6, 600 Respiratory Therapists working in Canada, with approximately 2,200 working in Ontario. St. Joseph's Hospital employs over 40 Respiratory Therapists.

We are proud of our history and excited about our future! Please join in acknowledging the members of our department who provide service to the patients, our partners and the staff of St. Joseph's Hospital.

"Life is not measured by the number of breaths we take but by the moments that take our breath away."

*Anonymous*



### Your Health Challenge

The "Take Time for Health Challenge" is fast approaching (October 23-29, 2006).

Now is your chance to start thinking about some ways that you can take time for your health. Maybe you aren't getting enough sleep or maybe you should be more physically active. Here is a list of some relatively simple ways for you to take time for your health:

#### Physical Activity:

- Take the stairs vs. elevator
- Walk to a co-worker's workstation versus using the phone
- Walk during your lunch or break - this can provide a great physical and mental break
- Take time to do some stretches at your workstation
- Park in the farthest parking spot possible and walk some extra steps

## Canada's Healthy Workplace Week in Hamilton

### "Make a Difference"

#### Healthy Eating:

- Have a bottle of water at your workstation at all times
- Pack vegetables and fruit for snack/lunch - people who eat the recommended number of servings of 5 to 10 vegetables and fruit per day are more likely to have a healthy weight
- Choose healthy options when picking up lunch. Include whole grains, vegetables and fruit, lower fat dairy products and leaner meats
- Make your pizza a healthy one by choosing one with roasted vegetables or ham and pineapple
- Opt for vegetable salads, bean or lentil salads, and mixed green salads where you can add a low fat dressing

#### Rest and Relaxation:

- Bring your favorite book or magazine to read at break - this can be a pleasant

distraction from the fast pace of work.

- Get an extra one hour of sleep. Most Canadians are sleep deprived, so plan to get to bed earlier so that you will get 7-8 hours rest.
- Practice meditation, yoga and/or deep breathing.
- Complete word puzzles that you enjoy.
- Take a break!! If you can, leave your work area and get outside!

This challenge is about finding and/or making time in your day to something good for your health. You decide what works best for you.

Remember to complete your "Take Time for Your Health Challenge" scorecard and return to the Charlton Employee Health Office.

*Mail or fax (905) 540-6563 your scorecard no later than November 1, 2006.*

# TAKE OUR KIDS TO WORK DAY

Wednesday, November 1, 2006

Take Our Kids to Work Day has been updated to a new interactive educational format that responds to:

- Staff who have children in Grade 9
- The educational initiative as set out by the Ministry of Education
- The main goal of SJHH - that of caring for the sick with respect for privacy and confidentiality

Due to the Privacy Act, students will not be permitted to accompany the parent on the job. In order to continue with Take Our Kids to Work Day, the format of the day has been changed to an educational event.

Interesting educational sessions, lunch, prizes and fun

- Students attending must be in Grade 9, and the son/daughter (step-son/step-daughter) of a SJHH staff member
- Every student attending must be registered by Wednesday, Oct 25th.
- This event will be held on the 7th Level of the Juravinski Innovation Tower at St. Joseph's Hospital on Charlton
- Children of staff at the Centre for Mountain Health Services and the Centre for Ambulatory Health Service may attend the session at Charlton Campus. There will be no Take Our Kids to Work Day program at the other campuses.
- Students may arrive from 7:30 a.m. to 8:30 a.m. and stay as late as 4:30 p.m. This full day program will begin with a welcome at 8:30 a.m.
- Sessions will include interactive participatory sessions to offer information regarding healthcare as well as introduce healthcare careers. An overview of the schedule, including times, sessions and other information will be available later this week

- Parents are invited to join their child for lunch on the 7th Level

For further information, please call/write the referral person at your campus:

**CAHS** - Julie Holmes,  
[jholmes@stjosham.on.ca](mailto:jholmes@stjosham.on.ca) or ext. 4807

**CMHS** - Maureen Williams,  
[mwilliam@stjosham.on.ca](mailto:mwilliam@stjosham.on.ca) or ext. 6281

**SJH** - Susan Lessard,  
[slessard@stjosham.on.ca](mailto:slessard@stjosham.on.ca) or ext. 3464



## FLU Shots - November

What is Influenza? Influenza, commonly known as the flu is a serious respiratory disease that is caused by a virus. People who get the flu may have cough, fever, chills, sore throat, headache, muscle aches and fatigue. Symptoms usually last from 3 to 5 days but can last longer. The cough and fatigue can persist for several weeks. Influenza can lead to pneumonia and even death in some people, particularly the elderly and those with chronic medical conditions.

People of any age can get influenza.

Influenza spreads easily by droplets from infected persons through coughing and sneezing. It also spreads through direct contact with contaminated surfaces, unwashed hands or objects such as toys and eating utensils which have been contaminated by the influenza virus (MOHLTC fact sheet).

To prevent influenza infection you should;

- wash your hands thoroughly especially before eating and providing care
- cover your nose and mouth when sneezing and coughing
- dispose of tissues immediately
- consult with your doctor about getting the influenza immunization

**Influenza Clinics at SJHH will begin in November. Details to follow.**

Influenza immunization is available to Staff, Physicians, Students, Volunteers and Contract Workers of St. Joseph's Healthcare.

Information about public clinics can be obtained by calling The City of Hamilton, Public Health Services at (905) 546-3500.

## AWARD for SJHH

St. Joseph's Healthcare Hamilton was recently presented with the Canadian Society of Safety Engineering (CSSE) - North American Occupational Safety and Health (NAOSH) Award. The award is for the best representation of theme for 2006. It is presented in recognition of exceptional efforts made in raising public awareness of North American Occupational Safety and Health Week.

The week was coordinated by Occupational Health and Safety Services with participation from nay, both internally and externally. Thank-you to all who participated!



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# St. Joe's Staff Gobble It Up at Tom Turkey Luncheon



In keeping with this season of giving thanks, staff at all three sites had the opportunity to dine on some delectable Thanksgiving fare which included roast turkey with herb dressing, whipped potatoes, carrots, green beans, gravy, cranberry sauce all topped off with delicious apple of pumpkin pie.

There was even a chance to win a free turkey just by purchasing a meal ticket.

Congratulations to the following lucky winners:

**Charlton**

Mary MacDonald  
George O'Hare

**CMHS**

Mona Doucet

**CAHS**

Linda Fasching

A special thank you to Morrison's for putting on a great lunch (and for many, dinner too!) and to all who took the time out of their very busy schedules to serve.

*Pictured at left... top, Admin. staff delighted in serving their colleagues. Here Derek McNally, Kevin Smith, and Romeo Cercone pose with the tools of the trade.*

*Bottom, staff at CAHS and CMHS also enjoyed the treat.*

## Treating Multiple Severe Disorders with Dialectical Behavior Therapy

A two-day workshop with  
**Dr. Charles Swenson, M.D.**

**December 6 & 7, 2006**

*St. Joseph's Healthcare Hamilton  
Frank Charles Miller Amphitheatre*

Dialectical Behavior Therapy (DBT) is a comprehensive cognitive-behavioral treatment for borderline personality disorder, especially for those with chronic patterns of life-threatening or other severe dysfunctional behaviors.

*Cost is \$50.00 for SJHH employees*

*Contact Myriam Timmermans  
at ext. 8012 for more information.*

## Offer a Child a Merry Christmas with "Operation Christmas Child"

Operation Christmas Child is a project that encourages people to fill shoe boxes full of toys that will be sent across the globe as a gift of hope to suffering children just in time for the Christmas season.

**Beginning Monday, October 23, 2006**

Please pick up an Operation Christmas Child brochure and shoe box from one of the following hospital locations:

- Charlton** - Public Relations, T1407 (level 1, new Tower)
- CAHS** - Rm. 2500 from Ms. Sue Ferron or the Front Desk
- CMHS** - Public Relations, F127(Tuesdays & Thursday only) or the Switchboard Desk

Drop off your box to the above pick-up locations absolutely no later than Friday, November 10th

***Should you have any questions, please call ext. 3408.***

# Hamilton Bulldogs Hockey

**Get your tickets today and save  
\$10 off the Box Office price!**

*Proceeds from these tickets will support the  
St. Joseph's Healthcare Hamilton Dialysis Unit.*

**\$15 PER TICKET**  
Order group tickets and save.

**Game Date: Saturday, November 4, 2006, 7:00 p.m.**  
**Opponent: Houston Aeros**

**For tickets please contact:**  
**Angeline MacLeod: 905.522.1155, ext. 5981 or**  
**Bob Rumpel: 905.637.5076**

**Order deadline: November 3**



## Win a Dream Vacation!

Customize your trip to any destination you wish with the vacation experts at Travelpath ... *It's your dream vacation come true.*

### Contest Details

Raffle ticket price: \$100 each, tickets printed: 300

Destination may be determined by the winner

Airfare, accommodations, and more included \*Maximum value of the trip: \$6,000

The winning ticket will be drawn at the St. Joseph's Healthcare Foundation Holiday Gala on Saturday, November 11, 2006 and will be published on the Foundation website at [www.stjoesfoundation.ca](http://www.stjoesfoundation.ca).

*All travel must be completed by December 31, 2007. The trip cannot be redeemed for cash. Licence: M472590*

**To purchase a ticket on your credit card or for more information,  
please call the Foundation at 905-521-6036. Hurry! Tickets are over 25% sold!**

## St. Joseph's Payday Payouts - Let's top \$4,000 per pay! Join today.



Every payday, staff members have a chance to win more than \$3,900 in the St. Joseph's Healthcare Foundation 50/50 draw, PAYDAY PAYOUTS.

On October 5, 2006, Michele Jerome-Hastings from Endoscopy (ticket # 1056) won \$3,907.50

Visit [www.stjoesfoundation.ca](http://www.stjoesfoundation.ca) to enroll today.



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