



Kevin's Column

As an extension of St. Joseph's Healthcare's Culture of Giving, I wanted to share with you some recent International Outreach work that involved our colleagues this past January.

Last month, a delegation from St. Joseph's Healthcare Hamilton participated in the most recent St. Joseph's Health System International Outreach trip to Uganda.

The St. Joseph's Health System International Outreach Program began in 1986 as a continuation of the healing Ministry of the Sisters of St. Joseph of Hamilton. The program has been active in some of the poorest countries throughout the world, including areas of Uganda, Haiti, Russia, Yemen, Romania, and Domenica. Extension of the International Outreach program to areas of Sudan is also currently underway. The goal of the program is to provide long term sustainable assistance to teaching hospitals in developing countries.

Staff/physicians at many levels at St. Joseph's Healthcare are

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Lost locket holds national history



From L to R: Mr. Jim Simpson, Ms. Brooke Snider, Ms. Katie Snider, Mr. Gary Snider, Mr. John McGrinder, Security Coordinator, and Ms. Jackie Simpson.

Gary Snider received a very special Christmas present in December - one that reunited him with the father he lost nearly 45 years ago.

The story began in early 2007 when John McGrinder, Security Coordinator at St. Joseph's Healthcare Hamilton, came upon a rusted, gold locket holding a black and white photo of a Second World War pilot in the hospital's Lost and Found. He passed it along to the Public Affairs department who in turn contacted the media to find its rightful owner.

A photo of the locket circulated through local media outlets. Gary, a resident of Niagara-On-The-Lake, was notified by his Hamilton relatives of the rare find, and upon seeing the

photo, there was no doubt that it was his father, Jack Snider.

Gary's mother, who is now deceased, had spent time as a patient at St. Joseph's Healthcare several years ago, and that is likely how the locket was lost. She had a fondness for antique jewelry and placed the war-time picture of Gary's father in the locket as a reminder of their early days together. Gary's father was a Royal Canadian Air Force pilot during WWII and was awarded the Distinguished Flying Cross for his two tours flying Lancaster bombers.

After the war, Jack took a job as a commercial pilot for Trans Canada Airlines. It was a stormy night in November 1963 when Jack agreed to pilot a

new stretch DC-8 airplane to Montreal.

Mechanical failure took the plane down just north of the city, and everyone aboard, 118 people including Jack, perished on the flight, making it the worst Canadian air disaster of the time.

On Christmas Eve, John McGrinder presented Gary with the locket at St. Joseph's Healthcare. Accompanying Gary were his two daughters, Brooke and Katie, and cousin Jim Simpson and his wife, Jackie.

The locket will be added to the rest of Gary's mementos of his father, including an album of newspaper clippings, photos, his father's war medal and a telegraph of condolence from Queen Elizabeth.

Mission on the Move

A regular update on recent achievements and progress to date in our Corporate and Clinical Attention Areas

Quality of Worklife

Recent accomplishments:

- ▶ Appointment of new members and co-chairs.
- ▶ Review and revision of the compass.
- ▶ Realignment of the QWL destinations.
- ▶ Recruitment of Project Consultant to review and report on span of control. Successful in securing funding to proceed with span of control initiative.
- ▶ Retention and Recruitment strategic initiatives include:
 - ▶ Attendance at over 25 career fairs across Canada in 2007
 - ▶ Organized annual career fair in January 2008
 - ▶ Partnered with Nursing to implement the Health Care Assistant (HCA) initiative and provided ongoing employment to select HCA's (60 HCA's hired in 2007).

Diagnostic Services

Recent accomplishments:

- 1 Diagnostic Services Informatics
 - ▶ Recruitment of PACS Informatics Specialist.
 - ▶ Implementation of DS informatics call centre and data management repository.
 - ▶ Implementation of policy, procedure and IT solution to enable PACS collaboration with HHS to implement home remote image review by Radiology residents.
- 2 LHIN 3-4 PACS initiative:
 - ▶ Development of a central image and report repository to allow access to all patient images and reports from hospitals within local LHINs 3-4 - the first shared project of this scope within our LHINs.
- 3 Expansion of Angio-interventional Program:
 - ▶ Recruitment of Angio-interventional Radiologist.
 - ▶ Current engagement in Lean Kaizen training and event planning.
- 4 MR and CT Wait List Management:
 - ▶ Achieved MOHLTC CT wait time of 28 days.
 - ▶ Implementation of Cardiac CT program.
 - ▶ Development of Contrast Injection course.
- 5 Implementation of city-wide Nuclear Medicine Program.
- 6 Expansion of Imaging Research Centre:
 - ▶ Renovations completed and now support MRI/PET/CT and Aerosol Lab.
 - ▶ Approval of Canadian Nuclear Safety Commission licence.
 - ▶ Commencement of PET/CT clinical research trials.

Information Management

Recent accomplishments:

- ▶ Updated the IM strategy and obtained approval from the Information Management Steering Committee.
- ▶ Issued RFP and short listed vendors for a new Perioperative Information System.
- ▶ Upgraded Tracemaster ECG system.
- ▶ Upgraded STAR from version 10 to version 12.
- ▶ Enhanced failover capabilities for critical systems.
- ▶ Initiated rollout of encryption technology to mobile devices to improve security of confidential information.
- ▶ Enhanced usability of Provider Portal.
- ▶ Launched Financial Planning and Analysis Web Report.

Chest Program

Recent accomplishments:

- 1 Chest Surgical Program:
 - ▶ Reduction of patient days.
 - ▶ Length of stay below CIHI benchmarks.
- 2 ENT Residency Clinic:
 - ▶ Increase in patient volumes.
 - ▶ Additional equipment purchased to support ENT diagnostics.
- 3 Diagnostic Assessment Program:
 - ▶ Initiation of a Rapid Access Assessment Unit for patients with suspected lung cancer.
 - ▶ Patients are diagnosed and potential surgical candidates are identified within CCO/BTS benchmarks
- 4 Practice Leader in Respiratory Care:
 - ▶ Recruitment of Best Practice Coordinator for Respiratory Therapy.
 - ▶ OxyEz system (portable oxygen tanks) implemented throughout SJHH.
 - ▶ Inservice training completed across organization.



Addressing the healthcare needs of immigrant women

Congratulations to Mary Macdougall, Clinical Nurse Specialist at St. Joseph's Healthcare's Mature Women's Health Program (MWHP). Mary is the recipient of the 2007 Ontario Hospital Association's Leading Practices Award for her electronic display presentation of the project "Addressing the Healthcare Needs of Immigrant Women".

The MWHP is a multi-disciplinary program and provides gynaecology, mental health and "Well Woman Care" services to peri- and postmenopausal women. The "Well Woman Care" component is self-referral and includes a comprehensive health and lifestyle assessment, health promotion education and a pap smear/pelvic exam.

"Although Hamilton has one of the largest immigrant populations in Ontario, self referrals for "Well Woman Care" by immigrant women in the community were almost non-existent," says Mary. Together with Dr. Amie Cullimore, (Medical Director of

the MWHP, and Associate Professor Dept of Obstetrics and Gynaecology, McMaster University), Mary initiated a study to look at the health status, health beliefs and health concerns of this group. The study consisted of in-depth interviews with women from local immigrant communities to determine the reasons why they were not accessing "Well Woman Care" (as well as self-referral mammogram testing from the Ontario Breast Screening Program). The results were consistent with existing research evidence; the women cited language barriers, transportation difficulties, limited knowledge of the services, lack of understanding of the importance of screening and concerns about cultural differences as barriers to accessing health care services.

In an effort to improve access to these essential health services, Mary established a working relationship with Women's Health Educators (WHEs) who

are peer educators hired and trained by the Hamilton Public Health Department to educate women from their own immigrant communities about the importance of maintaining good health. A series of health information sessions on breast and cervical cancer screening were held in the community for women from a number of different ethnic backgrounds. The result was that many of the women wanted follow-up appointments at the MWHP. Mary now blocks specific time slots at the MWHP so that women can come in with others from their own communities for 'Well Woman Care' appointments. The WHEs assist in facilitating these appointments, translating and arranging transportation.

"Since this initiative began in 2004, there has been a 147% actual increase of self referrals by immigrant women with a



Mary Macdougall, Clinical Nurse Specialist

240% projected increase at year end," says Mary. Women from Chinese, Vietnamese, Punjabi, Hindi, Urdu and Arabic speaking communities in Hamilton are now accessing the clinic. They report that the clinic is easily accessible, the environment is welcoming and their cultural beliefs and practices are respected.

Maintaining healthy partnerships is key

Philanthropy is about the web of connections that link people who give, people who serve, and people who are in need. It may mean giving one's time, talent or treasure. When a patient or a family member expresses gratitude for the care they have received from you, your colleagues, the department or the hospital, **just remember the three A's.**

Appreciate Thank the patient or family member for their sentiment or offer of assistance.

Advise Advise the patient or family member that there are many ways in which they can partner with the hospital and/or the Foundation to express their thanks. They can volunteer their time, share their story in a communications vehicle, or they can make a financial contribution to the program that is closest to their heart.

Ask Inquire as to whether you may pass along their name to St. Joseph's Healthcare Foundation so that a staff member can help them to explore the ways in which they can say "thank you" for the excellent care they received at St. Joseph's Healthcare Hamilton.

Over the next few months, the Foundation may contact you or your department to offer a brief presentation and provide helpful materials related to the Healthy Partnerships program. We've already seen tremendous fundraising results from the pilot of this initiative, and look forward to working with you to forge a healthy partnership between the hospital and its grateful patients and their families.

Should you be interested in scheduling a presentation for your department, please contact the Foundation at (905) 521-6036.

FUNSPIEL 2008



Saturday, March 1, 2008

8 a.m. - 5 p.m.

8 a.m. - 9 a.m. Instruction for beginners

**Hamilton Victoria Curling Club
568 King Street East**

\$25 per person (Space is limited)
Price includes coffee, donuts and lunch.

Join us for fun, food, prizes and trophies!
Sign up as a team or as a single.
All new curlers are welcome!

To register or for more information,
please contact Anthony Wood, ext. 33640

Event sponsored by



Traveling exhibit commemorates Hungarian Exodus of 1956



From L to R: Mr. Tibor Lukacs, Educator and former Hungarian Refugee, Ms. Susan Papp-Aykler, President, The Rakoczi Foundation, Mr. Joseph Pust, Mrs. Frances Pust, Dr. Kevin Smith, President & CEO, St. Joseph's Healthcare Hamilton and Mr. Rob Donelson, President, St. Joseph's Healthcare Foundation.



St. Joseph's Healthcare Hamilton and St. Joseph's Healthcare Foundation were proud to host a national exhibit commemorating the Hungarian Exodus of 1956. This exhibit, which ran from January 21st to February 1st at the Charlton Campus, included a moving collection of photos and testimonials commemorating the 40,000 refugees who arrived in Canada following the Hungarian Revolution. The Hungarian Exodus exhibit has traveled the world, showcasing the history of how the refugees changed Canada and how the country changed their lives in turn.

SJHH teams up with Canada's Department of Defence

Depression is one of the most common and widely misunderstood mental illnesses affecting Canadians today. Such a common illness, in fact, that there is strong evidence of its effects on Canadian soldiers returning from deployment in such war torn countries as Afghanistan.

The Department of National Defence's Department of Mental Health Resources realized there was a need to have a more standardized type of treatment across the country for soldiers suffering from depression and other related disorders. They have partnered with St. Joseph's Healthcare Hamilton's Mental Health and Addictions Program in assisting in the training of mental health workers in Cognitive Behaviour Therapy. Combined with medication, Cognitive Behaviour Therapy is the gold standard for the treatment of depression.

Dr. Irene Patelis Siotis, Psychiatrist in the Mood

Disorder Clinic at St. Joseph's Healthcare, is currently providing the training for this project and she has seen first-hand how prevalent depression has become in Canadian soldiers.

"The rates of depression are actually quite high, even higher than the general population," says Dr. Siotis. "Now, of course, we have new problems added on - combat related problems when soldiers return home and begin to suffer from post-traumatic stress disorder and anxiety problems.

"We probably don't know all the factors, but there is the genetic factor which is usually the first factor to consider in terms of having any disorder," say Dr. Siotis. "There is the also the separation from important people, the exposure to very traumatic situations, and the fact that they are thrown into a completely different culture."

Currently, there are approximately 15 to 20 Canadian Forces bases

across the country, most of which include a mental health unit.

"These services are also offered to family members since it has been noted that they are also affected by the separation," adds Dr. Siotis. "The soldiers or their family members are always welcome to visit the mental health unit on the base and present any problems that they are dealing with."

"When you think of the soldiers, helplessness is not an emotion that suits being a soldier," says Dr. Siotis. "They're supposed to find a solution, have control. There's something unique about Cognitive Behavioural Therapy that particularly addresses this issue as we teach skills and problem solving intervention, so it is very well-suited to individuals who feel they are lacking control - which is one of the main symptoms of depression. With this therapy, they can regain control of their



Dr. Irene Patelis Siotis

lives very quickly."

Dr. Siotis and the Department of National Defence's Department of Mental Health Resources completed and analyzed two pilot projects - one in English that ended in June and the other in French that ended in November. The next phase of the project and further training commences in February at one of Canada's largest military bases in Edmonton, Alberta.

February is your Psychology Month - Come celebrate!

A collaboration of the SJHH Anxiety Treatment and Research Centre and Mental Health Rehabilitation Services

You may pass them in the hall as they lug their test kits from office to office, or sit next to them in the cafeteria as they flip through the latest news on cognitive distortions. Psychologists are everywhere at St. Joseph's Healthcare, yet you may find yourself wondering what, exactly, they are up to.

February is Psychology Month, and the theme is "Psychology is for Everyone." Keeping this spirit in mind, the psychologists of St. Joseph's Healthcare would like to offer you an insider's glimpse into the world on the other side of that sign reading "Do Not Disturb: Session in Progress."

Psychologists spend much of their time performing assessment activities, using a variety of tests and interview skills to measure, describe, and understand such things as intelligence, brain function, personality, and mental health concerns. Another major skill used by psychologists is the provision of psychotherapy, which is a broad term encompassing a wide variety of ways that psychologists help people to understand and change unhelpful thoughts, feelings, and behaviours.

Psychologists also play a pivotal role in the development and dissemination of effective assessment and treatment strategies, which is a key activity at St. Joseph's Healthcare. Finally, many psychologists conduct research to gain further insight into all of the above activities.

Psychologists can be found in several departments throughout St. Joseph's Healthcare, including the Neuropsychology Service, the Forensic Service, the Cleghorn Early Intervention in Psychosis Program, the Anxiety Treatment and Research Centre, the Mood Disorders Program, the Eating Disorders Program, the Schizophrenia Service, Mental Health Rehabilitation, and on the Inpatient Specialized Assessment Unit at the Mountain Campus. In addition, psychologists provide consultation and liaison services to the various inpatient units at both Campuses.

In honour of Psychology Month, our team of psychologists will be hosting a series of noon hour sessions in the Stelco Amphitheatre to provide an in-depth picture of the role psychology plays in today's healthcare activities at St. Joseph's Healthcare.

On February 7, three of St. Joseph's Healthcare's experienced

psychologists will provide examples of what actually occurs during a psychotherapy session. Psychotherapy has been broadly defined by the province of Ontario as "the assessment and treatment of cognitive, emotional or behavioural disturbances by psychotherapeutic means, delivered through a therapeutic relationship based primarily on verbal or non-verbal communication." Within this broad category fall a wide range of psychotherapeutic interventions that differ substantially in theoretical foundation, length of treatment, mode of intervention, and evidence base. To see what these different approaches look like in action, come watch Drs. Peter Bieling, Sean Kidd, and Ian Smith present their work with the same mock client in three major psychotherapy modalities: Cognitive Behavioural Therapy, Emotion-Focused Therapy, and Schema Therapy. Taking a

note from the film recorded in 1962 in which the famous "Gloria" was treated by Carl Rogers, Fritz Perls, and Albert Ellis, this will be an opportunity to directly view some of the commonalities and differences that are present across major schools of psychotherapy intervention.

On February 14, come watch St. Joseph's Healthcare's Psychiatry and Psychology celebrities go head-to-head in a heated match of Psychology Jeopardy! Led by our very own in-house Alex Trebek (Dr. Bruno Losier), three brilliant minds - Dr. Erin Carter, Victoria Madsen, and Dr. Lawrence Martin - will compete to see whose hours of poring over psychology texts will ultimately pay off. Test your own knowledge of the mysterious workings of the human mind, hear about the role of local psychologists on the international

stage, and (in honour of Valentine's Day) learn fun facts about the nature of love. Like any respectable game show, we've also got prizes!

Our series concludes on February 28th with a glimpse into how fears are treated at St. Joseph's Healthcare's Anxiety Treatment and Research Centre (ATRC). An ATRC staff member will undergo exposure therapy provided by Drs. Randi McCabe and Karen Rowa, focused on one of their fears. Join us to watch how quickly and effectively exposure techniques can make a difference in a strong fear!

Make the most of your Psychology Month by attending these events - not only to see who your St. Joseph's Healthcare's psychologists are and what they do with their time, but also to extend your own knowledge on what it is that makes us tick!

Psychology Month Activities

(All activities will occur at 12:00 p.m. in the Stelco Amphitheatre, Fontbonne F137)

Thursday, February 7, 2008
*Psychotherapy Live:
Three Approaches*

Thursday, February 14, 2008
Psychology Jeopardy!

Thursday, February 28, 2008
*Inside the Therapist's Office:
Live Treatment of a Phobia*



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Cont'd from Pg 1

actively involved in the program including: nursing (training in infection control and best practices), bio-medical engineering (maintenance of equipment), physicians (resident training), and purchasing (provision of surplus equipment/supplies).

The focus of last month's trip to Uganda was knowledge transfer in the areas of medical research and education. Those involved in the recent trip included Dr. Mark Crowther, Head of Service for Hematology and Senior Clinical Research Advisor, who shared teachings with Ugandan researchers in the area of best practices in healthcare research; Dr. Hugh Fuller, Chief of Medicine, Dr. Julian Dobranowski, Radiologist; Mr. Brian Guest, President & CEO of St. Joseph's Health System; and Dr. Peter Kagoma from Brantford General Hospital, a member organization of SJHS, also a Ugandan native.

We are also very pleased to acknowledge the participation of a number of our medical residents, many of them native to Uganda, who shared their academic teachings and knowledge of research and education with the Ugandan medical community.

With a population of nearly 28 million in an area less than a quarter of the size of Ontario, Uganda faces many serious health challenges including a lack of basic medical equipment and the increasing spread of malaria and AIDS.

This program supports our role as an internationally recognized academic teaching centre, providing both the most innovative research and world class training of future healthcare professionals. We are extremely proud to be part of it and to have this opportunity to serve the community, both locally and globally.

Do you have a question or bright idea to share? I want to hear from you.
Please email me at: president@stjoes.ca

Around the Bay Days are coming soon!



in support of



It's a new year and many of you have likely made a resolution to get fit or stay fit. Around the Bay Days are here to help! The Hamilton Municipal Employee's Credit Union (HMECU) and St. Joseph's Healthcare Foundation will be bringing a host of fun activities to your site while encouraging staff members to "go the extra mile" and register for the Around the Bay Road Race! Walk, run or relay with your colleagues. Do the 5k or the 30k race. It's up to you, but there is an event for everyone!

HMECU is the sponsor of Team St. Joseph's. They're bringing you a training calendar on display in the lobby of the Juravinski Innovation Tower, sponsoring the running clinics hosted by our very own Patricia Peters, and offering great financial tips too! Every staff member who registers will receive a free training t-shirt!

Come visit us during the Around the Bay Days at each of our Campuses!

Stoney Creek Campus Monday, January 28, 2008 11:00 a.m. - 1:00 p.m.

Mountain Campus Tuesday, January 29, 2008 11:00 a.m. - 1:00 p.m.

Charlton Campus Week of February 4 - 8, 2008

Team St. Joseph's

See who's running in this year's
Around the Bay Road Race



Name: Jackie Barrett

Department: Clinic Operations

"I'm going the extra mile because I want to be healthy and I want to give back to St. Joseph's"



Name: Barb Ryder

Department: Finance

"I'm going the extra mile because I want to reach my personal goal of running 5k"



Name: Brenda Johnson

Department: Information Services

"I'm going the extra mile because I want to inspire my grandchildren"

Team St. Joseph's is sponsored by:



Welcoming Hamilton's first babies of 2008

SJHH welcomed not one but two New Year's babies! Both babies were born at exactly 12:04 a.m. on January 1st, 2008 and tied for Hamilton's first baby of 2008.

Saihaj Kalsi, was welcomed by first time parents, Kulwinder and Inderjeet Kalsi of Hamilton. Baby Angelica Sarah was welcomed by parents Sharon and Joseph Michael and big brother, Joshua, also of Hamilton.

Each family was presented with a gift basket chock-full of baby items. Many thanks to the following sponsors for their kind contributions: Baby World, Boschler Photographic Studios, Bryan Prince Books, Oxford Mills Bedding & Towels, Comfy Cotton Diaper Service, Kushie's Baby, Springy's, Toronto Raptors, St. Joseph's Healthcare Foundation, and St. Joseph's Healthcare's Volunteer Association.



Baby Saihaj Kalsi, also born at 12:04 a.m., weighed 6lbs 10oz.



Baby Angelica Sarah Michael, born at 12:04 a.m. weighing 6lbs 4 oz.

Body Watch

March is National Nutrition Month

March is National Nutrition Month and the theme is "Spotlight on Food and Nutrition". The Registered Dietitians of St. Joseph's Healthcare are hosting a Nutrition Month display on

Tuesday March 4th, 2008

11:30 a.m. - 1:00 p.m.

**Juravinski Innovation Tower
2nd Floor**

Please join us for great information, food samples and draw prizes.

You will discover:

- Practical solutions to help you eat well and live well.
- The latest information on Vitamin D.
- How to translate the nutrition advice into day to day food choices for you and your family.
- How to adopt the new guidelines for lowering sodium intake.
- The benefits of fruits and vegetables.

Living the Mission

A spotlight on staff, physicians and volunteers who demonstrate the SJHH Mission in Action

To the Audiology Department of St. Joseph's Healthcare,

Just a short note to let you know how much I appreciate the excellent and professional care that you provided in choosing a new hearing aid for me. You are a credit to your profession and as far as I am concerned, you are at the top of the field. These days time is money and money is time, but you always take time to listen to all my concerns. A rare thing these days in the medical field, or in any other field for that matter.

Again, thank you!

*Sincerely,
L. Niek Dykstra*

Respiratory Rehabilitation reunion a success

By Lisa Jansen, Physiotherapist and Miranda Prince, Physiotherapy Assistant, SJHH

The Respiratory Rehabilitation Program recently hosted its 2nd Annual Reunion. The event was a tremendous success with a large number of past graduates, current participants and many of their family members in attendance. Patients were ecstatic to catch up with their old friends as well as members of our Respiratory Rehabilitation team.

As members of the Respiratory Rehabilitation team, it was an honour to listen to some of our former patients share positive personal accounts of their time with us. One of the program participants, Rob Coleman, shared his experience in the program. "I worked hard and was rewarded with some very good results. I believe that the Respiratory Rehabilitation team is an all-star team, working in a world-class respiratory rehabilitation program". Dr. Stewart Pugsley, Medical Director of the Respiratory Rehabilitation Program,

addressed the group with his words of wisdom and encouragement.

The success of our reunion, and our program, is largely due to the commitment, hard work and guidance of our planning committee (Fatima Foster, RRT; Margaret Gietka, RN; Lisa Jansen, PT and Debbie Thibeau, SW). The interdisciplinary Respiratory Rehabilitation team worked together to provide a welcoming atmosphere for all those in attendance. Very special thanks to our community partners for their generous donation that allowed us to have the event catered. Also, thank you to Patricia Mlekuz, Nurse Manager, who provided a beautiful cake and beverages for the event.

It is truly an honour to be a part of a team that exemplifies the mission and values of St. Joseph's Healthcare -dedication, compassion and excellence in patient care.



Save the date!

14th Annual

First Canadian Humour Conference
Special program with entertainment and motivational speakers. Practical and innovative humour strategies.

February 9, 2008

9:30 a.m. to 2:00 p.m.

Conference Room #3

Fontbonne Building, Charlton Campus
Call (905) 573-4801 for more information.

The Registered Dietitians of
St. Joseph's Healthcare are holding

Spotlight on Nutrition

Nutrition Month display

March 4, 2008

11:30 a.m. - 1:00 p.m.

Juravinski Innovation Tower

2nd Floor

All patients and staff are welcome so
join us and take advantage of some
valuable information, and some great
giveaways and draw prizes!

Go the extra mile for SJHH!

114th Around the Bay Road Race
in support of

St. Joseph's Healthcare Foundation
March 30, 2008

Put together your own "Team St. Joseph's"
and join us in raising funds for
St. Joseph's Healthcare Hamilton.

Risk & Recovery Conference

April 28/29, 2008

8:00 a.m. to 5:00 p.m.

Sheraton Hotel

116 King Street West

Call (905) 522-1155 x36493

for more information.

The latest Payday Payouts winners are...

December 27th, 2007

Nina Offiong-Blake from Dialysis won \$4,420.50.

January 10th, 2008

Ted Badgerow from Housekeeping won \$4,366.50

January 24th, 2008

Reyhaldo Guibao from MIS won \$4,375.50



We're SOLD OUT! It's been a tremendous year for the **Payday Payouts** 50/50 staff lottery, and with the jackpot fast approaching \$4,500 it's easy to see why! All tickets printed for this fiscal lottery year have been sold. Draws will continue, and if you are already enrolled, rest assured your ticket will remain in the drum. We apologize, but no new applications for the **Payday Payouts** program can be processed until April 1st, 2008.

On April 1st, all players currently enrolled will receive their new ticket(s) via mail and we will once again be able to process NEW enrolments for NEW players! If you have any questions about this process, don't hesitate to contact the Foundation at (905) 521-6036.

Improving patient transitioning at SJHH

The "Flo Collaborative" is a new Ontario Health Performance Quality initiative launched by the Health Systems Strategy and Health System Accountability Division of the Ministry of Health and Long Term Care. The "Flo" analogy was developed to represent a real patient experiencing an acute event who requires care in an alternate setting following a hospital stay.

The primary objective is to improve transition from acute care hospitals to subsequent care destinations for all patients. The project focuses on process improvement, while recognizing the importance of complementary longer-term strategies needed to address capacity issues system wide.

General Internal Medicine (GIM) and our Quality Council will be working in partnership with the Community Care Access Centre (CCAC) over the next 18 months to improve patient transitioning from GIM to subsequent care destinations. Under the direction of Romeo Cercone, VP, Quality, Complex Continuing Care, Rehab and Long Term Care and Ida Porteous, Clinical Director, our Improvement Team is currently participating in four action-based learning series in order to target GIM improvement opportunities for remediation.

Please stay tuned for monthly updates as we trial new *lean* approaches for addressing patient flow.

CONNECTIONS

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We want to hear from you!

Please send us your comments, suggestions, story ideas or submissions.
The Public Affairs Department reserves the right to edit and print
your submissions as space permits. Submissions are subject to approval.

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