



Kevin's Column

This has been a month of significant activity for health care in our province and also here at St. Joseph's Healthcare.

There has been significant media attention regarding the on-going pressures on our Emergency Rooms. A major factor causing long emergency room (ER) wait times is the high number of alternate level of care (ALC) patients occupying acute care hospital beds, making it difficult to admit patients from the ER to hospital. ALC patients are unable to be discharged because the appropriate level of care they require is not always available.

Last month, I was appointed by the MOHLTC to lead the Expert Panel on ALC, reporting to Dr. Alan Hudson, the head of the ER Wait Time initiative. Over the next few months, this panel will continue to determine how much funding is available and where it will be targeted. The overall goal is to lessen ER wait times by increasing patient flow.

Last week, Premier McGuinty also announced a cabinet shuffle at Queen's Park. As part of

Cont'd on Pg. 3

Study showcases new minimally invasive laser procedure to treat enlarged prostate

St. Joseph's Healthcare Hamilton's Programs for Assessment of Technology in Health (PATH) Research Institute and the McMaster Institute of Urology have launched a study looking into a new way to provide relief for men suffering from an enlarged prostate (Benign Prostatic Hyperplasia).

Benign Prostatic Hyperplasia (BPH) is a common, non-cancerous enlargement of the prostate that causes urinary complications and affects more than half of all men over the age of 60. By the age of 80, about 80 per cent of men have BPH.

This new procedure, Photoselective Vaporization of the Prostate (PVP), is a minimally-invasive laser treatment that can be performed in an out-patient setting. PVP uses photo-selective vaporization of the prostate tissue, which reduces the enlarged tissue from blocking the urethra, making it easier for the patient to urinate.

"I'm thrilled that this new technology is offering a better option than the current standard, Transurethral Resection of the Prostate

(TURP), with a quicker recovery and less side effects to the patient," says SJHH Urologist, Dr. Paul Whelan. "We have seen excellent results so far, and are anticipating this will continue."

A 120 W KTP (potassium-titanyl-phosphate) laser for PVP has recently been approved by Health Canada. This technology will be compared with the current standard treatment for surgically managing an enlarged prostate, TURP.

TURP is usually done as an in-patient procedure, with a longer recovery time and side effects for the patient. In comparison to TURP, PVP may be associated with reduced post-operative complications and a shortened length of stay in hospital. PVP can be seen as cost-effective due to the cost savings associated with a shorter hospital stay.

In order to track the outcomes associated with PVP and TURP, patients participating in the study will be followed up by their physicians over six months, and then contacted again at 12 and 24 months post procedure.

This study is supported through funding by the Ontario Ministry of Health and Long-Term Care and is being conducted at the recommendation of the Ontario Health Technology Advisory Committee (OHTAC) to determine the effectiveness of the new technology in improving patient outcomes.

Individuals interested in this study should call (905) 522-1155 ext. 35876 for more information.



GreenLight High Performance System

Mission on the Move

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



INFORMATION MANAGEMENT

Two key factors to achieve our strategic goals are a solid infrastructure and a sound plan. In the last few months, we have focused on these objectives with very good results.

- Portal performance and functionality have been improved considerably.
- 99.997% average prime-time availability of critical systems for the last four months.
- Successfully tested our disaster recovery plan.
- Finalized the software selection processes for the ER and Perioperative Information Systems and obtained approval from the Information Management Steering Committee.

Future plans include:

In the next few months, we will continue working on strengthening our core infrastructure, including the development of a strategy to finalize the implementation of our wireless network. We will also conclude the planning stages for the implementation of the Perioperative, ER and ICU Information Systems.

OPHTHALMOLOGY

Recent accomplishments:

- Wait times for cataract surgery continue to decline - 90% of patients had their procedures completed within 107 days of referral and this is well below the LHIN target of 182 days.
- The third operating room at the Stoney Creek Campus to accommodate growing volumes for cataract, retinal and corneal surgery cases is fully operational.
- Planning continues for the transfer of the adult Eye Clinics from HHS.
- St. Joseph's Healthcare is now designated as the Regional Eye Institute. This designation will involve a greater role for SJHH in terms of increased ambulatory care volumes, day surgery, teaching and research.

PERIOPERATIVE SERVICES

Recent accomplishments:

- Redevelopment activities are in full swing. Many user group consultation sessions are occurring in which our staff experts help to inform the functional room design and detail.
- This program is very involved in the management of surgical and oncology wait times. Our surgeons work very closely with the program management and Ms. Susan Gin - the SJHH Wait Times Coordinator as we monitor our successes and implement plans to address opportunities for improvement.
- The program continues to expand and we have welcomed new nursing, allied health and physician colleagues over the past few months. We look forward to welcoming more new additions over the summer - Recruitment has been quite successful.

Green Heroes

Going Green with Chef Shane

By Meghan Lawson, Student Research Assistant, SJHH



Something's cooking in the Morrison kitchen at SJHH - and it is more than just good food. Chef Shane McCartney is taking some innovative steps to make the Charlton cafeteria "greener."

When McCartney first arrived at SJHH over a year ago, he was already thinking green. "I've always been an activist and an environmentalist" notes McCartney.

Currently kitchen manager at the Charlton Campus, McCartney is now seeking to instill that activism into his work at SJHH. After attending one of the Greenstorming sessions, he has become an energetic member of the recently launched Green Program.

His first initiative began with the food itself. McCartney and his team are now using 100% sustainable seafood at the cafeteria. More organic and local produce has also been implemented. In peak seasons, McCartney is aiming to use 90% local produce in kitchen selections. Fair trade and organic coffee is another step in the works.

In the future, McCartney hopes to implement a green bin system, using compost for both foods and biodegradable flatware. "It's not any harder to do," he says about environmentally conscious habits. "It should just be the way it is. It's pretty second nature."

Risk Management Week - Safety in Numbers

By Margaret Doma, Manager, Risk Management, SJHH

Safety in Numbers was the theme of this year's Risk Management Week - emphasizing how data collected by hospital frontline staff can be mined and translated into patient and staff safety initiatives.

In an effort to improve Risk Management services here at SJHH:

- We recently collaborated with Deloitte Touche LLP to review our Risk Management program. As a result, we identified our risk management goals for the next year; established the Risk Management Framework and increased awareness on the integrative nature of healthcare risks and how an identified risk in one area of the organization has the potential to affect all other areas of the organization.

- In collaboration with our LHIN, this fall we will be implementing an electronic reporting system for patient and visitor incidents. As the responsibility to identify and report incidents rests on all of us, staff will be provided with education and training on the new system.

- Work continues on the development of a centralized system to receive and address compliments and complaints.

Thanks to our SJHH colleagues for their efforts in the identification, reporting and management of risks in their areas. Our goal is to learn from these situations so that we can enhance the quality and safety of the care that we provide to our patients and the quality and safety of our work environment. Together we all manage risk!

Cont'd from Pg. 1

these changes, Minister George Smitherman was appointed to lead the newly-merged Ministry of Energy and Infrastructure, as well as continuing as Deputy Premier. We are grateful to Minister Smitherman for his tireless commitment to creating a sustainable and efficient health care system and wish him well in his new role. With this change, we also welcomed a new Minister of Health & Long-Term Care, the Honourable David Caplan. We look forward to building a strong relationship with Minister Caplan and wish him the best in this new role.

Since its launch last year, SJHH has invested \$7 million into the Strategic Plan. In early July, the Strategic Plan Implementation Team will meet to determine what new goals will be added to the plan, and which goals can be retired. One of our new goals is our Greening initiative. This is a grassroots initiative for the organization and will allow us to become a better environmental contributor. Currently, work is being done to enhance our recycling program that will see paper recycling in the coming year.

On a final note, I want to personally recognize each of our colleagues who celebrated a major career milestone on June 11th, at our Annual Employee Recognition Ceremony. Special congratulations to Lois Rogers and Mary Remy on 40 years of dedicated service. It was particularly fitting to host this event on the hospital's 118th birthday. On that note, I would like to recognize the Quality, Planning and Performance Improvement Department, who won the annual Sisters of St. Joseph Working Together Award that evening and Lina JUSDANIS, the recipient of the 2008 Commitment to Caring Award. These awards recognize the team and individual that best exemplified the Sisters mission in action this year.

To that end, I would like to wish each of you a very enjoyable summer. I hope that you get the chance to enjoy some much deserved rest and relaxation.

*Dr. Kevin Smith
President & CEO*

St. Joseph's Hospital Staff Credit Union Branch

HOURS OF OPERATION

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

ON-SITE BANKING SERVICES INCLUDE:

- ◆ Open New Accounts
- ◆ Full Pay Deposit/Deductions Arranged
- ◆ ATM and Debit Cards
- ◆ Savings/Chequing/GIC's & RRRP's
- ◆ Personal Loans/Mortgages and L.O.C.
- ◆ Internet & Phone Banking, Bill Payments and more...



HEALTHCARE AND MUNICIPAL EMPLOYEES CREDIT UNION

Office Manager - Joanne Foster

Call Ext: 32910

Fax: 905-308-7224

Q & A ...with SJHH's VP, Business & Therapeutic Services and Chief Financial Officer

This month we sat down with SJHH Chief Financial Officer and VP of Business and Therapeutic Services, Susan Hollis, to discuss the current financial health of our organization and the budget pressures facing hospitals across the province.

Media reports regarding an economic downturn continue to increase. Are we seeing that trend within the healthcare sector?

We're definitely feeling some impact. The North American economy as a whole is in a period of transition right now and I would say that eventually economic pressures touch every sector including healthcare. On top of these economic pressures, the healthcare industry is facing growing pressures to support the increasing healthcare needs of an aging population and the challenge of recruiting healthcare professionals to support this increased service demand.

How would you describe the overall financial health of SJHH?

St. Joe's is one of the strongest financial performers in the Ontario healthcare sector. In recent years, we have ended the fiscal year with a balanced or surplus position. In 2007/2008, like many hospitals in Ontario due to the pressures related to patients requiring alternate level of care and employee sick time, we ended the year with a \$4.2 million deficit. The hospital must submit a balanced Hospital Annual Planning Submission [HAPS]. For the 2008/2009 fiscal year, we are currently looking at new revenue streams and operational efficiencies to ensure we meet this requirement.

What is the HAPS/HSAA process and what does this mean for hospitals?

Each year healthcare organizations across the province are required by law to submit a Hospital Annual Planning Submission [HAPS] and Hospital

Service Accountability Agreement [HSAA]. The HAPS/HSAA process is designed to ensure hospitals plan for the upcoming year, accounting for potential fiscal pressures, to strengthen their operations in order to achieve a balanced operating position. This is difficult for many hospitals as inflationary pressures and increase service needs consistently exceed funding needs.

Are we the only hospital in the province facing this financial challenge?

This is definitely not a challenge unique to SJHH. Approximately, 75 per cent of Ontario's hospitals are facing a budget shortfall and are looking at new revenue streams and operational efficiencies to help them achieve a balanced budget position.

What is SJHH's greatest financial challenge?

Our greatest challenge right now at St. Joseph's Healthcare is our absenteeism and sick time hours. I think many St. Joe's staff would be surprised to know that we have one of the highest sick time rates in the province. **St. Joe's ranked second highest in overall sick time in an Ontario Hospital Association [OHA] province-wide sick time survey for 06/07 with an average number of 15 sick days per employee.** Obviously this poses not only an impact on our finances but on a day-to-day basis puts the clinical units and departments under immense pressure to keep up with workflow demands in the midst of staffing shortages. This is an issue that the Executive team is committed to addressing this year.



Ms. Susan Hollis, VP, Business & Therapeutic Services and Chief Financial Officer

What is the financial cost of absenteeism at SJHH every year?

Last year, absenteeism at SJHH cost our organization over **\$9.2 million in paid sick time.** If we work collectively as an organization to address this problem, we will alleviate much of our budget pressures.

If staff or physicians have ideas to help find savings in the organization should they pass these on?

Absolutely, we know that individuals working at the frontline see opportunities where we might improve a process, enhance safety or save money that could be reinvested into patient care. We definitely want employees to share these 'Bright Ideas' with the Management team. Emma Pavlov, VP of HR, and Winnie Doyle, VP of Clinical Services, are leading a Bright Ideas Committee that is reviewing employee bright ideas and I know they are looking for not only ideas but individuals across the organization to serve on this committee. I would encourage anyone with interest to email brightideas@stjoes.ca.

WANTED!

Bright Ideas & Committee Members

St. Joseph's employees and physicians are committed to building a better and more efficient workplace. To harness your knowledge and ideas, we're establishing a Bright Ideas Committee and need your help!

You can participate in one of two ways:

1. Volunteer to participate on the Bright Ideas Committee

We are looking for individuals interested in serving on the Bright Ideas Committee.

Co-Chaired by Emma Pavlov, Vice President, Human Resources & Organizational Development and Winnie Doyle, Vice President, Clinical Services & Chief Nursing Executive, this committee will review ideas generated from individuals from across the organization.

If you are interested, please speak with your Manager to ensure their support and contact the HR Department at ext. 33317 or email brightideas@stjoes.ca.

2. Volunteer your Bright Ideas!

We are looking for ideas to:

- Improve patient satisfaction
- Reduce unnecessary costs
- Improve operations and safety
- Identify wasteful work practices

The Bright Ideas Committee will review all ideas to determine which are feasible for implementation. Committee decisions and recommendations will be communicated periodically through *Connections*.

Please submit your Bright Ideas via email to:

brightideas@stjoes.ca



Celebrating our dedicated employees

St. Joseph's Healthcare celebrated its dedicated long service employees recently at two exciting events. On June 11th, over 450 of our colleagues joined together at Carmen's Banquet Centre to celebrate 15 to 40 years of service to our organization and on June 20th, we honoured our 5 and 10 year recipients at a reception held in the Frank Charles Miller Amphitheatre.

Congratulations to all of you on reaching this milestone in your careers!



Honouring those who go above and beyond

The annual Mission and Values Awards were also presented at the Long Service Dinner on June 11th. These awards are presented annually to an employee and team who go above the call of duty and who strive to live the mission in the work they do each day. Congratulations to our winners and all of our nominees!

2008 Commitment to Caring Award Winner

*Lina Jusdanis, Senior Mammography Technologist
Women's Health Centre - Stoney Creek Campus*

Congratulations to all who were nominated for this award.

<i>Sherri Howard</i>	<i>Jeff Whattam</i>
<i>Donna Johnson</i>	<i>Alina Bodzak</i>
<i>Josie Nikpal</i>	<i>Lorraine Mastroianni</i>
<i>Sandra Reis Welsh</i>	<i>Randy Coutts</i>
<i>Alycia Gillespie</i>	<i>Maryann Klunder</i>
<i>Marcia Richards</i>	<i>Janet Crouch</i>
<i>Candice Babbey</i>	<i>Chris Chovaz</i>
<i>Bruno DiFranco</i>	<i>Listra Manoo-Lutchman</i>

2008 Sisters of St. Joseph Working Together Award Winner

Quality Planning & Performance Improvement Program

<i>Tina Dhanoa</i>	<i>Ann Higgins</i>
<i>Vera Dodds</i>	<i>Joey Hrebik</i>
<i>Valerie Fitzell</i>	<i>Michelle Joyner</i>
<i>Angela Fowler</i>	<i>Kiran Kumar</i>
<i>Mona Grewal</i>	<i>Jerri O'Neill</i>
<i>Mike Heenan</i>	<i>Laura Wheatley</i>

Congratulations also goes out to the *Diabetes Consultation Team* for being nominated for this award.



Call! Buy with Confidence! List for Results!

(905) 575-5478

ROSS ROBERTSHAW SALES REPRESENTATIVE

FREE MARKET EVALUATION!

"LET HIS BANK MANAGER EXPERIENCE WORK FOR YOU!"

RE/MAX

Escarpment Realty Inc., Brokerage
Independently Owned and Operated



Think You Know Nursing? Take a Closer Look...

Celebrating National Nursing Week 2008

Submitted by Cheryl Evans, Nursing Professional Practice Consultant; Tanya-Lysiak Globe, Clinical Nurse Specialist; & Pat Ford, Clinical Nurse Specialist

National Nursing Week began with an engaging Nursing Grand Rounds panel presentation entitled "Nurses' Journeys of Excellence". The panel represented a breadth of practice, education, and experience and included Lesley Piedrahita, RPN, Geriatrics; Teresa Morosin, RN, Nephrology, Barb L'ami, RN(EC), Nurse Practitioner, Geriatrics; Fran Szygula, RN, Nurse Educator, MHAP; and Winnie Doyle, RN, MN, VP Clinical Services and Chief Nursing Executive.

The reception that followed provided an opportunity for nurses to connect and reflect on their own journeys, and to learn about the important role that Best Practice Champions play in advancing nursing practice.

Another successful Nursing Excellence Awards Dinner, held on May 14th at Carmen's, celebrated our dedicated nursing colleagues and those who were presented with Nursing Excellence Awards.

Also in attendance was Dr. Don Wilson and his niece, Donna Watson, who joined us to present the 2nd Annual Robertson Memorial Award for Nursing Leadership and Innovative Practice. This award is invested through the St.

Joseph's Healthcare Foundation, and is dedicated to the memories of Barbara Wilson and Sandra Watson, graduates of the St. Joseph's School of Nursing.

The Psychiatric Mental Health Nursing Promotion Committee celebrated Nursing Week by hosting the well-attended 3rd Annual Knowledge Café at the Mountain Campus. This year's theme was: "Integrating Physical and Mental Health". Posters and presenters were on hand to raise awareness on a variety of topics from Metabolic Monitoring in Schizophrenia to Social Cognition & Cognitive Remediation. The event also featured live music by Colleen Severson, Cynthia Chhina and Tanya Lysiak-Globe, and free yoga and tai chi demonstrations.

A special Hamilton Spectator Nursing Week supplement coordinated by the Registered Nurses Association of Ontario (RNAO) featured a profile of our own Colleen Stang, Clinical Nurse Specialist in the Stroke Prevention Clinic.

Colleen's significant contributions to advancing patient care and knowledge development through her participation in the development of the RNAO Self-Management of Chronic Illness Best Practice Guideline and certification as a Tobacco Treatment Specialist through

the Mayo Clinic were highlighted.

We'd like to thank the many sponsors of our Nursing Week activities and the Public Affairs Department for all their assistance. Special thanks also to the members of the Nursing Week planning committee: Heather Hoxby, Cheryl Evans, Sharon Simons, Darlene Kennedy, Dawn Driscoll, Ron Denardis, Mary-Lou Martin, and Nancy St. Aubin. New members are always welcome!

Congratulations!

2008 Nursing Excellence Award

Emergency - Mary Margaret Haggith
Medical - Barb L'Ami
Surgical - Lindsay de la Fosse
Nephrology - Krista Pasqua
Critical Care - Linda Lipsitt
Maternal Child - Caroline Goodale
Nursing Education - Mary Dunn
Psychiatric Mental Health - Angela Fabe
Preceptorship/Mentorship - Darla Clarkson
Patient Education - Colleen Stang
Star On The Horizon - Jodi Horton
Nursing Research - Helen Kirkpatrick
Nursing Leadership - Ann Higgins

2008 Robertson Memorial Award

Renal Transplant Coordinators:
Maria Bennett, RN
Tracy Hamilton, RN
Melodie Jansen, RN
Ron Denardis, RN

Living the Mission

A spotlight on staff, physicians and volunteers who demonstrate the SJHH mission in action

My husband Mark and I were thrilled to find out we were expecting a child after many years of trying. Although we live in Brantford, we made the decision to deliver at St. Joe's as I work in Hamilton, but also due to your great reputation.

Our experience with St. Joes started with my first appointment with Dr. Loosley-Millman and the great care I received from her office. We made it to the hospital on Christmas morning and delivered at 10pm on

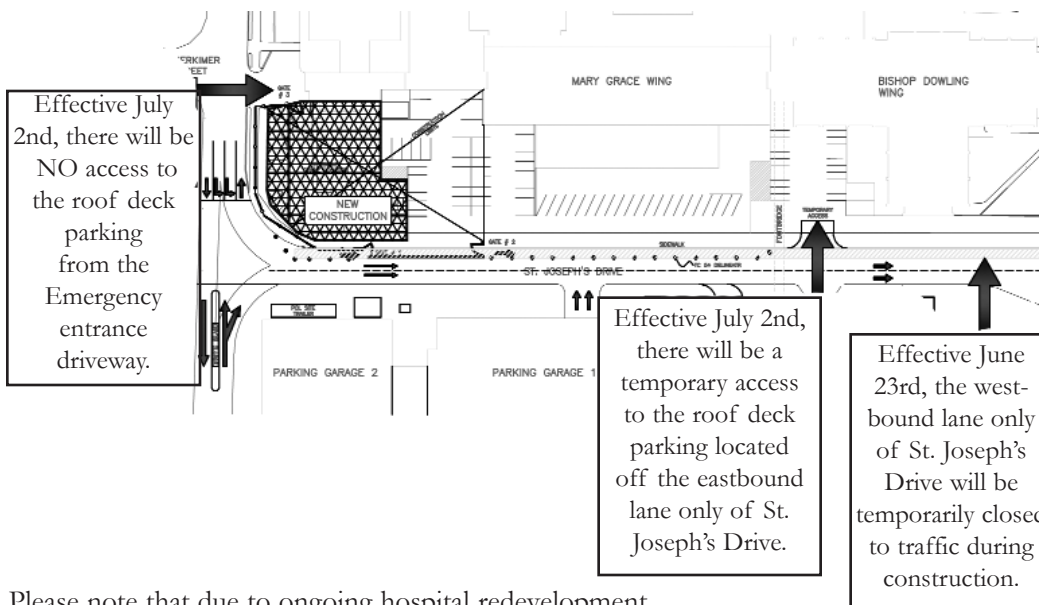
Christmas night. We were so thrilled to have our little Andrew in our arms.

I cannot say enough about the care we received with Dr. Loosley Millman, in the thrombosis clinic, labour & delivery, the maternity ward and post delivery with Louise in the BANA clinic. We have told everyone we know how St. Joes provides such great care and by such special people. We could not have been happier with the entire experience.

I feel badly it has taken me so long to write this letter!! Please pass along our thanks to the various departments. We saw on your website the new St. Joe's Babies fundraiser and we will be certain to take part on behalf of Andrew. We cannot thank you enough for helping to bring our lovely baby into the world.

*Yours very truly,
Mark & Anna Nemeth*

Traffic changes due to SJHH redevelopment



Please note that due to ongoing hospital redevelopment, there will be some changes to roof deck parking and access to St. Joseph's Drive. Please see diagram for more details.



A Healthy & Smoke-Free St. Joseph's Healthcare Hamilton begins November 1, 2008

Don't miss this year's **Summer Sizzler BBQ!!**
 Charlton - Aug 6
 Mountain - Aug 13
 Stoney Creek - TBD

The latest Payday Payouts winners are...

The Payday Payouts 50/50 Staff Lottery provides players with a chance to win over \$4,000 every payday. While half of the lottery proceeds make up the ever-growing prize amount, the other half supports patient care initiatives at SJHH. So everybody wins.

Call the St. Joseph's Healthcare Foundation at (905) 521-6036 to find out how you can register for the Payday Payouts 50/50 Staff Lottery!



Joanna Rekas from the Critical Care Unit won an incredible \$4,726.50 in the May 15th Payday Payouts draw. "I've already spent half the money," said Ms. Rekas, noting that the day she found out she won, she had to get her car towed and repaired. Still, she also took the opportunity to go on a clothes shopping spree that same day.

Ms. Rekas just bought her first house and got engaged over Christmas, so she plans to put the rest of her winnings toward home renovations and her wedding in the summer of 2009. "This will come in very handy."



Barbara Fiorino from Respiratory Services was the lucky winner of the May 29th Payday Payouts draw. Barbara took home our largest prize pot ever, a whopping \$4,746! Upon hearing about her big win Barbara said, "I was literally pinching myself, saying 'No way!'"

In addition to paying off some debt, Ms. Fiorino said she has another plan for her winnings... she's always wanted to get herself a family ring to represent her son, daughter, husband, parents and in-laws. "I decided, why not treat yourself?"

CONNECTIONS

is published monthly by the St. Joseph's Healthcare Public Affairs Department.

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.

Managing Editor: Kyla Kumar
Editor: Karen DeBreau
Contributors: Debbie Silva, Lindsay Whelan, Carrie Thomas, Amanda Boundris
Photography: Craig Peters

Contact:
 Public Affairs Department, Rm T1407
 50 Charlton Avenue East, Hamilton ON L8N 4A6
 Telephone: (905) 522-1155 ext. 33423
 Fax: (905) 540-6531
 Email: kdebreau@stjoes.ca