

# CONNECTIONS

September 2008 Volume 8 Issue 8



## Kevin's Column

One hundred and eighteen years have passed since the Sisters of St. Joseph of Hamilton founded St. Joseph's Healthcare. Their mission of compassion, dignity and respect has continued to guide our organization and shape it into the multi-site, world class academic healthcare facility that we are today.

I am pleased to announce that SJHH has recently embarked on a new program that will ensure that the mission of our founders continues in the work we do each and every day.

As some of you might know, we have recently launched our Service Excellence Program. This program, a key focus of our organization's strategic plan, will help lead the way for the future success of SJHH and allow us to continue to make a positive difference in our interactions with each other and our patients/clients.

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## SJHH celebrates staff at Summer Sizzler BBQs

Despite a little rain that forced us to seek shelter during our Mountain Campus Summer Sizzler BBQ, this year's events all proved to be huge successes. Hundreds of SJHH staff turned out to enjoy some great food, the fantastic sounds of Kenny Emberson and his band and some awesome draw prizes.

SJHH employees were not the only ones who benefitted from these events. Thanks to Karen Candy, Manager of Security Services and her staff who organized a food drive, the Mission Services food bank has been able to fill its shelves.

Staff also enjoyed various information booths including the SJHH Smoking Cessation group, the Mountain and Perioperative Redevelopment teams, the Green Team, St. Joseph's Healthcare Foundation and the United Way.

Many thanks to everyone who turned out and a special thank you to Morrison's Catering, our very generous sponsors HMECU, Honeywell, TD Insurance and Tim Hortons and the countless organizations from within our community who graciously supported us through prize donations.



## Mission on the Move

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



### PERFORMANCE MEASUREMENT

Since the launch of the strategic plan in May 2007, St. Joseph's Healthcare Hamilton has made a number of great gains that have increased both access and quality of care for patients. Some of these accomplishments include:

- 22% decrease in wait times for surgical and diagnostic procedures.
- 10% improvement in patient flow in the Emergency Room.
- Average Length of Stay and readmission rates are below the national benchmark.
- Our Hospital Standardized Mortality Ratio (HSMR) has decreased steadily from 92-91-88-87 since 2005.

Challenges do remain however. Upwards of 18% of our acute care beds are occupied by patients who have completed the acute portion of their care and are designated as ALC, meaning they are waiting for a long term care, rehabilitation, complex care, or mental health bed. SJHH is working closely with the CCAC on a strategy to access more community beds so patients may access the right level of care at a faster rate than they are currently.

### MENTAL HEALTH & ADDICTIONS PROGRAM

Recent accomplishments include:

- *It's All About You*, an ambitious consumer initiative, has opened at the Mountain Campus. Open in the morning and through the lunch period, *It's All About You* offers a menu of soup, salad, sandwiches, hot entrees, desserts and beverages, served cafeteria style.
- Planning the redevelopment of the Mountain Campus is well underway. With broad stakeholder involvement through a range of User Group meetings, the Master Plan has been developed and is moving forward for approval. New User Groups, again with broad stakeholder representation, are now being formed to work on the next more detailed phase of developing the Project Specific Output Specifications (PSOS).
- Safety is a priority in the Mental Health and Addiction Program. A new personal alarm system is being piloted and evaluated on one of the inpatient units. If successful, this pilot will be expanded to other inpatient units within the Program.

### ORTHOPEDICS

Moving forward, the Orthopedics program...

- Continues to achieve allocated Total Joint Replacement cases within a 32 bed surgical unit effective June 23rd.
- Is working with Rehabilitation to discuss referral rate and access to beds.
- Monitors Fractured Hip Patients access to surgery with the MOHLTC target of 48hours.
- Is currently reviewing our Bed map on 7 MSK to ensure access for patients to the service.
- Continues recruitment of RPN's and work by staff to integrate RPN's in the care model.
- Has had another abstract accepted on "Patiently Waiting".
- Has Advanced Practice Physiotherapists continuing to work with the Orthopedic Surgeons in Fracture Clinic.
- Is exploring ideas for name change of Fracture Clinic to reflect it's activities.
- Implementating PHS which is assisting in recognizing the complexity of the clinic.



# Recognizing outstanding Health Professionals with Excellence in Practice Awards

By Monica Alderson, Manager, Occupational Therapy Department & Day Therapy and Professional Practice Leader, Occupational Therapy, SJHH

In a workplace full of extraordinary Health Professionals, some just stand out. These are the people who go above and beyond the call of duty and make our mission of achieving excellence in health care a reality. These are the workplace leaders that we look up to with admiration. The Professional Advisory Committee (PAC) of St. Joseph's Healthcare Hamilton (SJHH) would like to recognize those who go above and beyond.

## What is the Health Professionals Excellence in Practice Awards?

The Health Professionals Excellence in Practice Awards are team and individual awards that target the pillars of professional practice and the organization's way of recognizing, acknowledging and celebrating the contributions of health professionals represented by the PAC. Successful nominees will be honoured in an afternoon presentation ceremony in the Fall and their accomplishments profiled in future editions of *Connections*.

## Who can nominate and who is eligible?

Any employees, physicians, students, volunteers, patients and other external groups can nominate an individual or a team.

## What is the nomination process?

A selection committee will determine award recipients from the nominations received. The committee members will include representatives from all levels of the organization. Nominations will be accepted until September 26, 2008. Nomination forms are available on the weekly Information & Events email and Information Desks at all campuses.

## When will the awards be announced?

Winners will be announced on Tuesday, October 28th, 2008 from 2:00 p.m. to 4:00 p.m. in the Seminar Room at the Mountain Campus. Should you be unable to attend, we kindly invite you to join us for an Open House Celebration at the following dates and times:

Stoney Creek Campus	Charlton Campus
October 29th, 2008	October 30th, 2008
2:30-4:30 pm	1:30-3:30 pm

The awards honour individuals or a team of health professionals with representation on PAC and who truly go above and beyond the call of duty and are committed to the ideal that professional excellence builds excellence in patient care, education and research. Nominations may be submitted for any of the following categories:

### Clinical Service Award

(One individual and one team award available):

Do you know a Health Professional (HP) who focuses on providing the highest quality of service in his/her area of practice, demonstrates a partnership with his/her patients/family by mutually establishing a plan of care and whose practice is informed by current best evidence?

### Teaching Award

(One individual and one team award available):

Do you know a Preceptor/Mentor(s) who furthers professional practice of his/her discipline and contributes to professional growth of students and colleagues? A Preceptor/Mentor(s) who engages in a partnership with learners, who strive to maximize learning opportunities by identifying appropriate learning resources and providing specific learning opportunities, and role models excellence in professional practice? A truly reflective Preceptor/Mentor(s) who seeks and is receptive to feedback regarding his/her performance?

### Innovation in Professional Practice Award

(One individual award available):

The successful nominee for this award demonstrates an ability to develop innovative and adapted practices for clinical service delivery. This individual introduces and enables new approaches to enhance the quality of patient care and professional practice. Examples of achievements in this area would include but not be limited to the following; the development of new programs/services, patient education materials, staff development projects, scope of practice enhancements and evidence based projects (i.e. care paths or protocols). This Health Professional is progressive, favouring or promoting progress in their profession and clinical service.

### Research Award

(One individual and one team award available):

Do you know of an HP or a team who completes, promotes/supports and/or facilitates research activity that contributes to the enhancement of clinical services and has a collaborative relationship with our academic partners? This may include developing research proposals, obtaining research funds, conducting research, publishing and teaching.

### Leadership Award

(One individual award available):

Are you aware of someone who promotes excellence in his/her profession by demonstrating innovative leadership which advances an environment conducive to: quality patient care, professional practice, decision making, fostering educational opportunities for staff development, producing research, applying evidence to practice and excellent precepting/mentoring of learners?

If you have any questions or would like a nomination form, please contact Monica Alderson at ext. 34127.

# Q & A ...with Dr. Bob Zipursky, VP Mental Health & Addictions Services and Chief of Psychiatry

*This month, we talked with Dr. Bob Zipursky, VP Mental Health and Addiction Services and Chief of Psychiatry at SJHH. Dr. Zipursky also serves as Chair of the Dept. of Psychiatry and Behavioural Neuroscience at McMaster University, and Chief of Psychiatry at Hamilton Health Sciences.*

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## **What is your vision for psychiatric services in the Hamilton area?**

My vision is that we provide the most outstanding care to all people within our community with mental health and addiction problems. It needs to be accessible and of the highest quality to everybody in need - children, adults and seniors - regardless of the degree or severity of their disorder.

At SJHH, one of our values is that we have a special obligation to the poor and disadvantaged. In my view, those with serious mental illness and addictions are amongst the most disadvantaged people in our society - our core business is to meet the needs of this group. My own background as an expert and clinical scientist in the schizophrenia field fits very well with this priority.

## **How can we achieve this vision?**

I believe one way is to provide care in a highly competitive teaching and research environment. If you have experts who can develop new knowledge, you'll not only have the most cutting edge care, but also be in a position to train other health professionals to offer care of this quality in their future work.

We're fortunate in Hamilton in that we have a highly developed mental health system that is well consolidated at SJHH for adult services, HHS for

children and with McMaster faculty at both sites to lead our teaching and research. Much greater attention in the future will need to be devoted to ensuring that excellent services are available for those with addictions and for those who suffer from concurrent disorders, that is they have both mental health and addiction problems.

## **How does the new Mountain Campus fit into this vision?**

The defining vision for the new mountain healthcare facility is that this cannot be a stand-alone, separate hospital for people with mental illness and addictions. This centre involves casting mental healthcare in a totally different way. It will be comfortable, welcoming, accessible and part of a full service healthcare centre.

There is no longer any reason to make distinctions between medical illness and mental illness or addictions. They are all physiological illnesses. Problems with the brain are no different in this regard than problems with the heart or joints. SJHH accepts this, and our new building is being designed in a way that reflects this understanding.

## **Will the new building include research space?**

The new building will include research and academic space. Our vision for that hasn't changed. We are committed to a plan that incorporates a commitment to bench-to-bedside clinical research,



*Dr. Bob Zipursky, VP Mental Health and Addiction Services and Chief of Psychiatry*

expands our understanding of the brain and continues to seek new ways of helping people return to functional lives.

## **When will people start to see signs of the new building?**

It will be a while before we see ground broken for the new building. That doesn't mean a lot of work isn't going on behind the scenes. With the help of a number of internal user groups, we have completed our Master Plan and submitted that to the Ministry of Health and Long Term Care for review. We're now moving into the Project Specific Output Specifications (PSOS) phase, where we establish the criteria builders must meet when the building is officially designed. This is a very detailed, critical phase, which will take a few months to complete. We expect the Request for Qualifications, where builders have the opportunity to submit their interest in bidding on the project, to be released around March 2009.

## On our way to a bright future in surgical healthcare



Photo courtesy: Andy van Oosterhout, Site Superintendent, PCL Construction

Workers look on during this first step in shoring for the new Surgical Centre. This process allows them to shore the perimeter walls thus alleviating the chances of them caving in as a hole is dug for the foundations.

## Abuse knows absolutely no boundaries

No cultural group, ethnic background, lifestyle, educational or socio-economic background is spared. However, it is important to be mindful that "harm comes to the most vulnerable" both women and men. (*RNAO BPG Woman Abuse, 2005*).

A sample of 107 women and 59 men from psychiatric rehabilitation centres showed:

- Women (76%) & men (72%) reported at least one type of abuse.
- More than 1/2 of the women (57%) reported at least one incident of sexual abuse compared with 33% of the men.

*Ritsber, Coursey, Farrell, 1997*

The Abuse Education Committee at St. Joseph's Mental Health and Addictions Program will feature submissions in *Connections* to increase awareness and knowledge. Understanding Abuse...You Have a Role will provide current statistics, take home tips and offer suggestions on how to improve your clinical practice from an evidence-informed perspective.

Watch for the next submission on "Types of Abuse".

Brought to you by: *Mental Health and Addictions Program Abuse Education Committee, July 2008*

## Do you know this St. Joe's Baby?



### Hints:

She is a registered nurse with the Maternal Child Program at St. Joseph's Healthcare. She's been a staff member at this hospital for over 28 years.

### Still guessing?

She has two sisters who are also nurses at St. Joe's, and she has four beautiful daughters.

**Answer:** It's Kathy Leger, born March 13, 1957, at St. Joseph's Healthcare Hamilton.

Kathy Leger's is one of many faces - of employees and their family members - that will adorn the Maternal Child Program panels of the new St. Joe's Baby Face Photo Wall!

Are you a St. Joe's Baby? Do you want to join in the Departmental Challenge? Speak to your colleagues today about establishing a panel to represent your department on our wall.



Share your St. Joe's Baby Face!

For more information, please contact (905) 521-6036 or email [babyfacewall@stjoesfoundation.ca](mailto:babyfacewall@stjoesfoundation.ca)

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# Body Watch

## Fast food:

### Six ways to healthier meals

Can fast food be part of a weight-loss or healthy diet plan? You might not think so. In fact, you might even think that you can't have a meal that's both quick and healthy. But this isn't necessarily so. An occasional stop at a fast-food restaurant can fit into any healthy diet plan, as long as you practice moderation in portion control and menu choices.

1. Keep portion sizes small. If the restaurant offers several sizes, pick the smallest one or order half the serving.
2. Choose a healthier side dish. Take advantage of healthy side dishes such as a side salad, baked potato or fruit bowl.
3. Go for the greens. Choose a large entree salad with grilled chicken, shrimp or garden vegetables with fat-free or low-fat dressing on the side. Skip salad extras such as cheese, bacon bits, croutons and fried chips.
4. Opt for grilled items. Select grilled or roasted lean meats such as turkey or chicken breast or lean roast beef.
5. Have it your way. Don't settle for what comes with your sandwich or meal. Ask for healthier options and substitutions. Try to avoid special dressings, tartar sauce, sour cream and other high-calorie condiments.
6. Watch what you drink. Order diet soda, water, unsweetened iced tea, sparkling water or mineral water.

You can eat healthy away from home, even at fast-food restaurants. The bottom line: Be choosy. Make wise menu choices and focus on portion control.

*Body Watch is a monthly column on health and nutrition written by the Dietitians of SJHH and Dietitians of Canada.*

## United Way Campaign 2008 Come on St. Joe's! Get into it!!

October 14th will be the official launch for this year's United Way campaign at SJHH. The committee is very excited with the initiatives around the campaign this year.

The campaign launch will involve a very special project to benefit the 'Teen Zone' within the Eva Rothwell Centre in the Keith neighbourhood on Wentworth Street. Stay tuned for more information and the ways that you can get involved in this amazing endeavour.

Another exciting initiative for 2008 is the introduction of the "Seeing is Believing" tours. Once a month, transportation will take a group of St. Joseph's employees to a United Way agency over the lunch period to tour that agency, spend time with the people who work there and see our United Way contributions at work in the community. To find out more and register for one of these tours, watch the weekly Upcoming Events flyers.

Again this year, there will be reps from each department/program involved in fundraising for their area which will make communication and literature much more accessible to staff for the duration of the campaign. There will be

early bird prizes for those who get their pledge forms in to the representative in their department by October 30th.

These prizes will be drawn on Halloween day in the cafeteria.



**United Way**  
of Burlington & Greater Hamilton

Our United Way fundraising goal for 2008 is \$40,000. This goal is very reachable for an organization of our size and heart. In the 2007 campaign, SJHH exceeded our target raising over \$38,000 for the United Way programs, benefitting many residents of our community.

With the steady decline of manufacturing jobs in Hamilton, healthcare and education are now the largest employers in the area and those of us in those fields need to help make a difference. There are currently 64 agencies providing vital support to our community that are funded through United Way. Statistics show that one in three of us will require support from a United Way agency at some point in our lives. We need to ensure that they are there when we need them.

If you have any questions or comments, or if you would like to join our committee and make a difference in your community, please call Wendy Smith at ext. 35583.

## Just a Reminder...

The Diagnostic Imaging Department will be moving from its current location on Level 1 Mary Grace to its new home on Level 0 of the Juravinski Innovation Tower this month. This will be a phased move of X-Ray, Ultrasound, CT, MRI and Women's Health.

## St. Joseph's Hospital Staff Credit Union Branch

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# Become a Mentor or Mentee! Join the Interprofessional Mentorship Program

By Carmine Nieuwstraten, Professional Practice Leader - Pharmacy  
Pharmacotherapy Specialist - Mental Health and Addictions Program, SJHH

For the past three months, approximately 50 health professionals from 12 disciplines have been learning together on an interprofessional mentorship program (IPMP) journey. The SJHH Professional Advisory Committee (PAC) has partnered with McMaster University School of Nursing and Grand River Hospital on this exciting project. Our learning is not yet complete - we will be replicating the program with primarily new participants in a second phase this fall (September to December 2008). We encourage all staff of any health professional discipline represented on the PAC to participate as mentors or mentees. If you are enthusiastic about interprofessional collaboration and are interested in developing leadership skills, please consider signing up. By participating in this program, you will have evidences of on going education for your own professional growth.

What are the purposes of the IPMP?

- To promote leadership skills and increased self awareness of professional role.
- To build a deeper understanding of interdisciplinary collaborative health care practice in your organization.
- To build an interprofessional network as you will be part of a group of four interdisciplinary health professionals, with one being the mentor and the remaining three being mentees.
- To increase knowledge on mentorship, interprofessional collaboration, team building and conflict management.

Participants of Phase 1 were: *"Both mentors and mentees and GRH and SJHH sites indicated that they had used or applied the knowledge of perceptions of different professions and interprofessional practice gained in the program in their current professional role most often."*

Mari O'Brien, Heather Connors, Jennifer McClymont, Mary Martin, Nancy Bovell, Deborah Weusten-Smith, Sarah Simpson, Robin Pickersgill, Kay Churchill, Dawn Driscoll, Helen VandeMark, Mary-Lou Martin, Barb L'Ami, Margaret Vernon (mentors). Brenda Helpard, Everyjoy Ganda, Diane Hinshelwood, Janet Pow, Allison Webb, Erin Brown, JayDee Taber, Nicole Hutchinson, Paula Churchill, Chuan Yong, Leanne Bradbury, Brian Wiseman, Natalie Nough, Elisa Mayens, Kelly Winkiewicz, Bernadita Elkami, Yinglin Liu, Sarah Lupton, Valerie Hencze, Kristina Downs, Abby Lichtenberger, Jackie West, Heather Moulden, Victoria Dhillon, Tori Barker, Nicole Theriault, Yayoi Goto, Jill Barber, Stacey Sestric, Mona Ackerman, Praveena Dixit, Meaghan McCormack, Spencer Brown, Kevin VanKemenade, Lorrie Martin (mentees). Thank you also to Ron Dick and Gwen Liu, our Interprofessional Mentorship Coordinators for Phase 1 and Angela Coxe from Respiratory Therapy, who was the Educator for Phase 1.

Please speak with your Professional Practice Leader/Advisor and/or Manager about participating in the program. The first workshop is set for September 18.

Please contact Carmine Nieuwstraten at ext. 32922 if you have any questions.

*Cont'd from Pg. 1*

The 2006 SJHH Culture Survey obtained feedback from over 2600 staff. Staff identified many positive aspects of working at SJHH, as well as some areas where we could do better. Opportunities for improvement were identified in the areas of rewards and recognition, leadership visibility and standards of behaviour.

Over the next few months, each unit/department from within the organization will be able to participate in educational sessions that will provide them with the opportunity to view the Sister's *Legacy* video, obtain information on the Service Excellence Program and receive a Standards of Behaviour booklet. This booklet is a guide that not only outlines our corporate vision but also provides us with the tools necessary to address service concerns that may arise. I encourage each of you to familiarize yourselves with the Service Excellence documents once they become available to you.

Service Excellence speaks to our commitment to holding ourselves and one another accountable to the behaviours and interactions that align with our CARE values of compassion, attitude, responsiveness and excellence. I am proud to say that the majority of our staff already meet and exceed these values.

With the visibility of the Sisters declining significantly within the St. Joseph's Health System, the development of this program will ensure that we continue to entrench their mission within our culture now and for generations to come.

*Dr. Kevin Smith  
President & CEO*



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## Living the Mission

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

To whom it may concern:

*About eight weeks ago, I was a patient in the hospital for five days following a painful surgical procedure on my leg. Being in the hospital for five days gives you an opportunity to meet a number of medical staff and nurses. Sure everyone is different and I know you can't make everyone happy, but one particular nurse stood apart from the rest. Her name was Babar Karbalaee.*

*They say that a blind person's loss or impaired eye sight contributes to other heightened senses such as hearing. Similarly, I would argue that the same is true when a patient's health is in distress, their sense and/or ability to recognize genuine concern, care, sincerity and compassion from another are significantly heightened as were mine during my days of "hellish pain". Even if you are fortunate to have family around (I had my wife and children), once they left me till visiting hours the next day, I still longed for someone to continue or in some cases, to begin showing genuine concern for my condition.*

*I don't know how Babar did it. I only had the fortune of having her as my nurse for two shifts -- she always made me feel safe and ensured my needs were always being looked after. I think she possesses a unique ability to show genuine concern for her patients and at the same time "keep it in check" for the sake of being professional and for her own sanity and happiness. More people should be exposed to her. Relatively speaking, my situation was less dire than others on my floor but this didn't seem to impact Babar's empathy and concern over my situation. My only wish to you is that you take this as an opportunity to recognize nurses like Babar and attempt to model other nurses, especially new ones coming into the profession, after her.*

*I am very thankful to her and hope that if anyone in my family is in the hospital again, they will have the fortune of having her as their nurse.*

Sincerely  
Franco Avolio

## The latest Payday Payouts winners are...

The Payday Payouts 50/50 Staff Lottery provides players with a chance to win almost \$5,000 every payday. While half of the lottery proceeds make up the ever-growing prize amount, the other half supports patient care initiatives at SJHH.

We regret to inform you that tickets for the 2008/09 lottery year are now sold out. If you have any questions about the Payday Payouts 50/50 Staff Lottery, please contact St. Joseph's Healthcare Foundation at (905) 521-6036.

Irene Hildebrandt from Lab Administration was the lucky winner of the August 7th Payday Payouts draw, taking home a whopping \$4,938.00!



"I thought it was a prank at first," said Irene, when asked about how she reacted to the news she had won. "It was very exciting."

Irene says her current vehicle is on its way out, so this good fortune comes at the perfect time, since she's been looking for a used car for the last little while.

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



## 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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