

Kevin's Column



The St. Joseph's Health System is committed to finding the most efficient and effective ways to ensure that its member organizations continue to provide high quality and well-coordinated care across the communities they serve. One result of the System's Corporate Renewal Process was the consolidation of all CEO positions into the role that I currently hold as President and CEO of the St. Joseph's Health System. This process also recognized the importance of local decision making and leadership, and as a result, we have been working on finding the right candidate to replace me as President of SJHH. I'm delighted to announce that Dr. David Higgins has been selected as the new President of SJHH,

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St. Joe's has a brand new President!

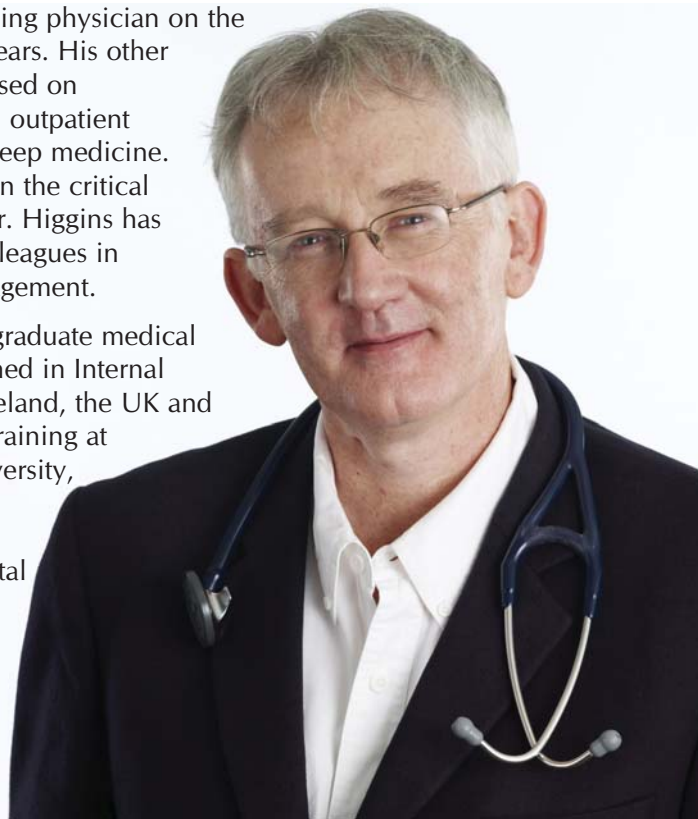
Congratulations to Dr. David Higgins who has recently been appointed President of St. Joseph's Healthcare Hamilton (SJHH).

Dr. Higgins has held multiple roles at SJHH, currently serving as Chief of Staff. He is Clinical Professor of the Department of Medicine in the DeGroote School of Medicine and is an accomplished Respiriologist practicing in our Firestone Institute for Respiratory Health.

During his career at SJHH, Dr. Higgins has also been a member of the Internal Medicine Service and an attending physician on the Clinical Teaching Unit for 14 years. His other specialty clinical work has focused on Respirology clinical service and outpatient care with a special interest in sleep medicine. Known to be a strong believer in the critical role of interdisciplinary care, Dr. Higgins has always worked closely with colleagues in nursing, allied health and management.

Dr. Higgins received his undergraduate medical training in Ireland and was trained in Internal Medicine and Respirology in Ireland, the UK and Canada. Following fellowship training at St. Joseph's and McMaster University, he practiced Internal Medicine, Respirology and Intensive Care Medicine in the Sudbury Hospital system. Dr. Higgins joined the staff at St. Joseph's Healthcare Hamilton and McMaster University in 1991.

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Once in a lifetime, you might be lucky enough to meet someone who truly makes a lasting impression on your life – A person whose selflessness has touched you in a way that can't easily be forgotten.

For close to thirty years, hundreds of new mothers at St. Joseph's Healthcare have had the privilege of meeting one such person - Sister Teresa Carmel. Since 1982, Sister Teresa has been providing newborns of less fortunate families in our community with essential baby items to get them started after discharge from the hospital.

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effective January 4th, 2010. You can read a more fulsome article on Dr. Higgins and his new role in this issue of *Connections*.

I am also pleased to announce that we are in our next phase of the Patient Flow Improvement initiative and will be continuing to work with front line staff to identify, develop, and implement solutions that will improve the quality of patient care and work-life by improving patient flow. This work will be complementary to the great initiatives already underway in the Emergency Department with the support of Toyota which I am happy to say has already resulted in significant reductions in ED wait times. This quarter is particularly important as we still need to improve our Wait Times in Emergency by about 2% in order to retain our funding from the LHIN. Everyone in the organization has a role in achieving this goal, so please check in with your manager to clarify your role in Patient Flow.

On a final note, as we approach the culmination of another year, one that has brought with it many challenges, I would like to take this opportunity to thank each of you, our employees, physicians, learners and volunteers, for your hard work and continued dedication to ensuring that the mission of our founders, the Sisters of St. Joseph of Hamilton, remains at the forefront of everything we do here at St. Joseph's Healthcare Hamilton. On behalf of the entire Board of Trustees and the Senior Executive Team, Merry Christmas and all the best for a safe and happy 2010.

New Portering program to enhance the patient experience

It is with great anticipation that Environmental Services and SJHH leadership are proud to announce the impending release of a new web-based system, called "Transport", that will support both porters and requestors during busy times. This system is scheduled to be launched at 7:00 a.m. on January 12th, 2010.



While help with busy-time support is a key benefit of the new system, the initiative supports the hospital's key focus on patient safety, including the "one hour bed turnaround" goal, reduced wait time for admitted patients, improved patient flow, and the general improvement to the patient experience through the seamless integration of automation.

Requestors (such as nursing, other clinical and hospital staff) will have the capability to create pre-booked porter requests that will result in a major time savings to requestors. The status of porter requests can be viewed online while they are in progress, and porters will be able to accept one or many stacked requests to streamline their workload. All of this will be accomplished through a simple web-based tool.

Environmental Services have planned several opportunities for hospital staff to learn about this new system prior to roll out. There will be instructor-led training for Super-Users, an information desk will be set-up outside the cafeteria during lunch hours, e-Learning will be distributed to the clinical staff, and unit-by-unit visits are already underway. Prior to roll-out, lunch 'n' learn sessions are planned for anyone to attend and learn more about the initiative. Post-implementation support is planned to help with the transition to the new service.

You will hear more from your managers in the coming days about this important and simple service improvement.

Be ready. Know how to enter requests for porters in this new web application by accessing the e-Learning studio at the following address <http://medlearn.stjosham.on.ca> and completing the course entitled: **CI-002 Automated Transport Dispatch System Training for Requestors.**

*Submitted by Marlene Jackson
Senior Project Manager - PMO, SJHH*

United Way Campaign - We're more than halfway there!

The 2009 St. Joseph's Healthcare United Way Campaign is now underway. This year, we have set our goal at \$50,000 and we currently sit just over \$27,000. In order to reach this goal, we need to reach out to all staff in all areas and encourage participation. Your donation to United Way will give you a chance to win **free parking for a year or 1 of 3 paid vacation days** in our grand prize draw to be held the first week of January.

All completed pledge forms are to be returned to Wendy Smith, Nutrition Services Department, West 5th Campus or to Amanda Smith at the side counter of the cashier's desk in the lobby of the Charlton Campus.

We ask that you please support the St. Joe's United Way Campaign in any way possible.



United Way
of Burlington & Greater Hamilton

Helping to ensure a healthy start for newborns in our community

Sister Teresa Carmel began her career in 1944 at St. Michael's in Toronto where she worked as a Lab Technician for three years. In 1945, she moved to St. Joseph's in Guelph where she stayed until 1972. At this time, she moved on to manage the hospital's Pastoral Care Department until 1974 when she moved on to St. Joseph's Hospital in Hamilton, beginning her service in the hospital's Maternity ward in 1982. Much of her work involved providing pastoral services to the patients though she spent many hours organizing donations for needy families.

The staff of the St. Joseph's Maternal Child Program is delighted to have Sister Teresa as part of their team and look forward to her weekly visits to their department. "Sister brings a smile to the faces of our staff and simply loves to see the newborns," says Marnie Buchanan, Manager of the Maternal Child Program. Though she now visits only one morning a week, she can usually be found in her "office" organizing donated and bought baby items into boy and girl bundles. Each bundle usually consists of items such as diapers, knit sweaters, hats and booties, sleepers, receiving blankets and beautiful hand-knitted dolls. Bundles are always readily available whenever a family in need is



identified by the hospital's Social Work and Pastoral Care Departments.

Sister Teresa admits that she is an astute shopper, always looking for the best quality items at the most cost-efficient prices. "I prefer to buy the sleepers that come in four in a bag, and one piece outfits that are found in packages of six". Her frequent shopping trips usually take her to Zellers and Shoppers Drug Mart where she is also able to take advantage of her accumulated HBC and Optimum rewards points. She has received many donations over the years from many St. Joseph's Healthcare employees, including an annual financial gift from the St. Joseph's Volunteer Association. She is also fortunate to rely on the occasional

gift-in-kind such as diapers from Pampers and bags (to hold the bundles) from G.T. French Paper Ltd. of Hamilton. Sister Teresa always acknowledges the gifts and donations that are received and logs each "thank you." Knowing the importance of recording all purchases and donations received, her records are kept meticulous and kept up-to-date.

"Sister Teresa brings a passion for giving to our program and our patients," says Marnie. "She always sees the good in others and helps to spread kindness throughout the team and to the patients that she serves."

"I am so pleased knowing that I am helping people in need," says Sister Teresa. "It is truly a blessing."

Horizon Utilities awards SJHH for outstanding energy savings

On November 24th, 2009, St. Joseph's Healthcare was presented with a \$172,409 Energy Retrofit Incentive Program rebate cheque by Horizon Utilities in recognition of substantial electricity savings over the past year.

The hospital is in the midst of a \$9.3 million energy retrofit and renewal program with Honeywell Energy Solutions. By combining energy-efficient upgrades with critical building enhancements, the program is helping the Charlton and King Campuses address deferred maintenance, reduce their environmental footprints and save almost \$1 million in utility costs per year. We have already seen a 27% reduction in energy use since its implementation last year.



Mr. Max Cananzi, President & CEO of Horizon Utilities Corporation, pictured above with Ms. Rebecca Repa, VP Planning, Development and Diagnostics, officially presents a rebate cheque in the amount of \$172,409 to SJHH.

Dr. Higgins

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Dr. Higgins has received recognition for his teaching, including the Professional Association of Interns and Residents of Ontario (PAIRO) and subspecialty teaching awards. He has served as an examiner in the Royal College of Physicians and Surgeons of Canada, and has also served as a member of a number of provincial advisory groups.

Over the past 12 years, Dr. Higgins has taken on increasing administrative responsibilities at SJHH, in the LHIN and provincially, and has also pursued advanced management training opportunities through the Rotman Business School at the University of Toronto. His leadership in clinical quality, safety and integrated models of care are among his many notable accomplishments at SJHH.

Dr. Higgins has been recognized by his peers for his clear commitment to his patients as well as his dedication to the hospital's mission and to the legacy of the Sisters of St. Joseph of Hamilton.

Redevelopment Project goes out to bid

The Request for Proposals (RFP) for the West 5th redevelopment was issued on December 17, inviting three short-listed teams to submit their bids to design, build, finance and maintain the new campus. These teams will have approximately six months to respond. During this time, there will be many meetings with proponents to clarify information and ensure we end up with three excellent proposals to build the new, state of the art mental health and addiction campus. For more information, please visit www.stjoes.ca/west5

Dr. Julian Dobranowski appointed provincial diagnostic lead for Cancer Care Ontario

St. Joseph's Healthcare is pleased to announce that Dr. Julian Dobranowski, Radiologist and Medical Director of the Imaging Research Centre, has assumed the role of Program Head, Cancer Imaging Program, for Cancer Care Ontario (CCO) – bringing Diagnostic Imaging to the decision-making table for the first time.

This position is the inaugural placement of a Radiology lead into a clinical group at CCO. With clinical leads in Family Medicine, Surgery, Radiation Oncology and Medical Oncology, this will be the first year that CCO will have a lead in Diagnostic Imaging.



"This position has now allowed Radiologists to have a voice in how we enhance a patient's journey," says Dr. Dobranowski. "Radiology has an important role in every single aspect of patient care, whether from screening and initial diagnosis, to medical therapies, and even end of life cases. The CCO is driven by enhancing patient care, and that connects succinctly with SJHH's work and mission."

In his new role, Dr. Dobranowski will provide visionary leadership at the provincial level, looking at optimizing utilization and assisting with quality issues. Along with maintaining strong community relationships, Dr. Dobranowski will also be contributing to the development and implementation of the overall Ontario Cancer Plan and supporting the Development of the Regional Cancer Program.

"We are pleased that Dr. Dobranowski will provide his leadership as the inaugural program head for the province's Cancer Imaging Program," says Cancer Care Ontario President and CEO Terrence Sullivan. "Dr. Dobranowski's background makes him well-positioned for this new role where he will work with Diagnostic Imaging clinicians from across Ontario to enhance the quality of, and access to, screening, diagnosis and treatment planning for cancer patients. His work will also support on-going advancement in this important area."

The CCO role will be part-time for three years, with Dr. Dobranowski maintaining his current clinical and administrative roles at St. Joseph's.

"A bulk of the work we do at St. Joseph's Healthcare is cancer-related already," adds Dr. Dobranowski. "It therefore links well with the patient-centric mantra that Cancer Care Ontario believes in."

St. Joseph's Hospital Staff Credit Union Branch

HOURS OF OPERATION

Mon, Tues, Thurs, Fri.....8:30am to 4:30pm
Wednesdays10:30am 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 & RRSP's
- ◆ Personal Loans/Mortgages and L.O.C.
- ◆ Internet & Phone Banking, Bill Payments and more...



Office Manager - Kathee Berry
Call Ext: 32910
Fax: 905-308-7224

St. Joseph's Foundation Baby Wall reaches a fundraising milestone!

The Teresa Cascioli Charitable Foundation and St. Joseph's Healthcare Foundation are happy to announce that the St. Joe's Baby Face Photo Wall has raised \$100,000 since its April 2008 inception. A special ceremony was held on November 28th to launch the third phase of the Baby Wall and to celebrate this outstanding fundraising milestone.

Among its most recent inductees are members of the St. Joe's OR team; Dr. David Williams, Director of McMaster Centre for Surgical Robotics; Dr. Peter George, President and Vice-Chancellor of McMaster University as well as Hamilton's own Angelo Mosca, Ron Foxcroft and CHCH's Donna Skelly.

Corporate and community partners recently inducted include ArcelorMittal Dofasco, Hamilton Police Service Project Concern, Royal Bank of Canada (RBC), RBC Dominion Securities, Hayes Vickers Wealth Management and Trivaris.

"Teresa Cascioli has once again shown her ability to inspire and to innovate," said Dr. Kevin Smith, President and CEO of the St. Joseph's Health System. "The tremendous support of the St. Joe's Baby Wall

speaks to both her incredible commitment to healthcare and to the community's remarkable support of our hospital."

All proceeds of the Baby Wall go to support programs and services at St. Joseph's Healthcare Hamilton.



Are You Code Ready?

December is Code Yellow month. **The purpose of a Code Yellow is to alert staff that the location of an adult patient, visitor, or healthcare worker (HCW) is unknown.** It is important to note that in the context of the Code Yellow policy, an HCW includes any employee, contract worker, learner, physician, volunteer or contractor. The goal of the Code Yellow policy and procedure is to provide all staff and security personnel with direction for assisting in determining the location of the missing person and their safe return.

For more information on **Code Yellow**, please refer to the Emergency Preparedness webpage on MyStJoes.

If you have any questions, please contact Stephanie Trowbridge, Manager, Emergency Preparedness at strowbri@stjoes.ca or at ext. 35866.

Are You Code Ready??

Emergency Preparedness...The knowledge to respond!

**Code
YELLOW**

*Submitted by Stephanie Trowbridge
Manager - Emergency Preparedness, SJHH*

Honouring only the best with PAC's Awards Of Excellence

After being postponed due to our recent H1N1 outbreak, the Health Professional's Awards of Excellence are now set to take place next month. Everyone is invited to attend this ceremony to hear about the incredible stories of excellent work in clinical service, research, education, leadership and innovation.

Winners of these awards will be announced:

Charlton Campus

Monday, January 18th, 2010

2:00 - 4:00 p.m.

Frank Charles Miller Amphitheatre

Should you be unable to attend, we kindly invite you to join us for an Open House celebration at:

West 5th Campus

Tuesday, January 19th, 2010

2:00 - 4:00 p.m.

Seminar Room

King Campus

Wednesday, January 20th, 2010

2:00 - 4:00 p.m.

Kemp Auditorium

Well on our way to enhancing surgical care in our community



The Perioperative Redevelopment Project is a SJHH “own funds” project which will be completed in the fall of 2011. Numerous Perioperative teams have been working diligently since 2007 to plan for an efficient, patient-centred, modern surgical centre that will serve the Hamilton community well into the future. Once completed, the new Perioperative Surgical Program will include 12 new state-of-the-art OR suites, space for 25 PACU (Recovery) and 50 DSU (Day Surgery) beds and a new Sterile Processing Department (SPD) to support the entire organization.

Construction is well underway, as evidenced by the September installation of the construction crane in the excavated area adjacent to the Emergency Department. This crane will lift construction materials into the site until the end of May, 2010. Work on level 0, in the location of the future new SPD has been ongoing for many months, and includes demolition of existing space, reinforcement of existing supporting columns, unearthing to accommodate future elevator shafts and subsequent removal of soil.

A “Red Carpet” event was held on October 21st for Perioperative staff to review the final plans for their new area and to get a “glimpse of the future” via the architectural images representing the vision for this new area.



Staff got the “Red Carpet” treatment at the Periop Redevelopment Open House on October 21st. Pictured above - MaryAnn Breitigam, Project Manager, Periop Redevelopment and Rebecca Repa, VP, Planning, Development and Diagnostics.



Do you know this St. Joe's Baby?

Hint: She began her career at St. Joseph’s Healthcare in 1986 and has worked in the operating room since 1989. In addition to her nursing duties, she has worked with the Redevelopment Department as a Clinical Coordinator for the new perioperative surgical centre.

Still guessing? Born and raised in Hamilton, her family has very close ties to St. Joseph’s, including her husband and son who were both born at the hospital.

Answer: It’s Dee Frisina. Although she was not born at St. Joe’s, Dee wanted to add her baby face and encourage her colleagues and their families to create an Operating Room Department panel for the wall because she considers St. Joe’s her second family.

New 1-800 number ensures safest use of medications

Dr. Mitchell Levine, Director of the Centre for Evaluation of Medicines at St. Joseph's Healthcare, recently lead the development of a medication consultation service to support healthcare providers. This new service now eliminates the need for patients to travel to an in-person clinic, and provides an opportunity for consultation within 72 hours. This is a service that will benefit patients, physicians, and pharmacists in creating a more efficient way for dealing with medication consultation issues.

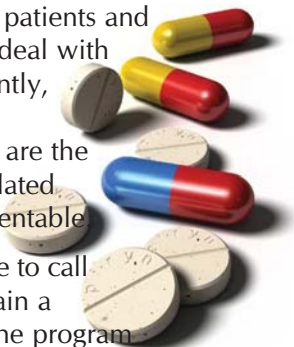
Initially, a clinical pharmacist obtains the relevant clinical information regarding the problem or concern. Subsequently, a physician-clinical pharmacologist will provide a consultation response in the form of both a telephone conversation and written (fax or secure e-mail) report to the referring healthcare provider.

Prior to this "virtual" clinic, patients were referred to a clinic in the outpatient department at St. Joseph's, where the availability of the consultant physicians constrains access to the clinic. As well, travel to the clinic was an issue for some patients across the region who did not reside in Hamilton. This new service will now eradicate these limitations.

"The intent of this project is to provide helpful information to practicing physicians and assist in the safe use of medications for their patients," says Dr. Levine. "This is a therapeutic clinic that we hope will reduce patient morbidity and the need for healthcare services arising from medication-related clinical problems."

Undesirable effects from medications are an issue that many patients and healthcare institutions deal with on a daily basis. Currently, approximately 12% of emergency admissions are the result of medication-related problems that are preventable.

Interested physicians are to call **1-877-298-3380** to obtain a patient consultation. The program website can also be accessed for additional information at: **www.medicaltherapeuticsconsultation.com**



Living the Mission

I'd like to commend your staff on the the treatment that I received during an appointment at St. Joe's on October 21st.

I had to travel from London to Hamilton for my appointment, at the request of my insurance company who had provided me with very few details of the trip, basically leading to a logistical nightmare. I was in an unfamiliar city where I knew no one and found myself under a great deal of stress from the situation, however the moment I arrived at St. Joes my stress level was reduced drastically.

I was unsure of the layout of the building, but as soon as I entered I was asked by the Receptionist if there was somewhere she could help me find, to which I gladly accepted. I advised her that I was much too early for my appointment, so she even took the initiative to contact the Receptionist in the department I was headed for to advise her of this.

Once there, I was treated equally as well by another one of your staff members, who knowing I had a long wait ahead of me showed me how to get to the cafeteria and coffee shop so that I would not be left in the waiting room for an hour and a half. Even the cashier at the coffee shop was friendly and outgoing.

After my examination, I was rather apprehensive upon realizing that I was too late to catch the next train back to London. Dr. Chaimowitz however quickly helped me figure out when the next one would arrive, which allowed me to make more reasonable travel arrangements home thereby preventing me from enduring what would have been almost a five hour wait at the train station.

I realize that when someone is visiting the hospital, it is usually under unfortunate circumstances, so I wanted to recognize your staff for going above and beyond to make the experience as pleasant as possible.

Keep up the good work!

A Grateful Patient

Highlighting St. Joe's staff, physicians, learners and volunteers who go above and beyond the call of duty.

Access Control initiative to heighten security at St. Joe's

St. Joseph's Healthcare is committed to ensuring the safety, health and security of its employees, physicians, learners, volunteers and patients. In April 2009, an Access Control Committee was formed to facilitate and coordinate the development of a collaborative, evidenced-based and sustainable access control initiative based on identified needs and risks throughout SJHH's Charlton Campus. In the coming months, the committee will start to implement some of the recommendations limiting after-hour access to the Charlton Campus.

In the meantime, if you would like more information on this initiative, please contact Karen Candy, Manager, Security Services at ext. 33036.

The latest Payday Payouts winners are...



This is your chance to win over \$5,000 every payday! While half of the lottery proceeds make up the ever-growing prize amount, the other half supports patient care initiatives and staff education at SJHH.

Winner: Richard Rigby
Department: OR Department
Draw Date: November 26th, 2009
Prize Amount: \$5,371.50

Winner: Ellen (Teresa) Tomlinson
Department: Palliative Care
Draw Date: November 12th, 2009
Prize Amount: \$5,383.50

Winner: Kyle Romanishen
Department: Dialysis (Charlton)
Draw Date: October 29th, 2009
Prize Amount: \$5,385.00

For more information, please contact St. Joseph's Healthcare Foundation at (905) 521-6036.

SJHH hand hygiene compliance is on the rise



Congratulations to the staff at our King Campus who took top honours in the 2nd Quarter Hand Hygiene Competition. This team scored over 80% in hand hygiene compliance for each of the 4 Moments. Special mention also goes to runners-up, ICU (including Respiratory Therapy) and Charlton 1 Group (Dialysis Techs/Nurses, Audiology, Speech and Language Pathology, Day Therapy Centre, Diabetes Program and Chronic Disease Management).

The winner of the draw for the flat screen television was Lina Jusdanis of the Women's Health Centre at the King Campus. Lina is also an Ambassador for the Hand Hygiene Initiative. Congratulations Lina!

Thanks to everyone for your ongoing work in ensuring that St. Joe's remains the safest and healthiest environment for everyone. See you at our next Hand Hygiene Competition announcement in February 2010!

Don't forget about our grand prize of a \$10,000 education bursary to be awarded to the unit that achieves 95% or greater compliance by the end of the 4th Quarter. Good luck!

ePath is coming!!

We are pleased to announce ePath, an exciting initiative that is underway at St. Joseph's Healthcare Hamilton. Coming in 2010, there will be...

- a new materials management system for all departments to requisition supplies, services and equipment (Pathways Materials Management – PMM).
- scheduling and electronic charting systems for the Perioperative Program, Birthing Unit and Endoscopy Suite (Pathways Healthcare Scheduling – PHS and Horizon Surgical Manager – HSM).

Stay on the trail to find out about ePath... more information coming soon!

If you have questions or comments, please send an email to ePath@stjoes.ca.

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. Submissions must be received by the 10th of each month.

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