

Kevin's Column

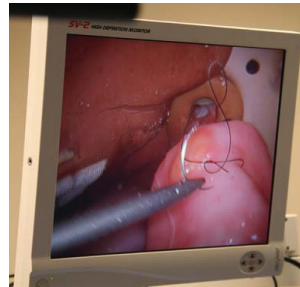
With the new year now well underway, there are a number of exciting new initiatives on the horizon here at St. Joseph's Healthcare that I am pleased to share with you.

Last month, we received some remarkable news from the Ontario Government. As part of its \$75 million investment to increase bariatric surgery capacity across Ontario, St. Joseph's Healthcare will become one of four centres of excellence for bariatric treatment and the official hub for bariatric care for the Province. This investment will increase access to specialized surgery in our community and will ultimately allow St. Joseph's Healthcare to perform 450 bariatric surgeries per year by 2011/12.

Our ongoing International Outreach efforts are also continuing, and most recently they took a team from SJHH to Uganda. A number of our colleagues, including Dr. Mark Crowther, Dr. Alex Dauphin, Dr. David Higgins, and Ms. Anne Mallott, worked with the country's medical community to teach best practices in Maternal Healthcare. Our effort was aimed at training clinicians with a view to making significant improvements in quality of care in this area in the coming years. We also plan to support this

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St. Joseph's Healthcare to become provincial hub for Bariatric Surgery



The Honourable David Caplan takes part in a bariatric surgical demonstration in the CMAS skills lab as Dr. Kevin Smith, and Dr. Mehran Anvari look on.



Last month, St. Joseph's Healthcare Hamilton (SJHH) received some welcome news that as part of the provincial government's comprehensive strategy to prevent, manage and treat diabetes, the province is investing \$75 million to increase bariatric surgery capacity in Ontario by 500% over the next three years.

As part of this initiative, SJHH will become one of four locations in the province to become a bariatric centre of excellence that will provide such services as pre- and post-surgical care, counselling and weight-loss treatment. "This 'one-stop-shop' approach is a model of care to be delivered by a multi-disciplinary team of physicians, nurses, dietitians and allied health professionals," says the Honourable David Caplan, Minister of Health and Long-Term Care. "The centre will also provide training for surgeons and other health care providers."

"We are delighted by the government's investment and the fact that it will make us the centre of excellence for bariatric surgery in Hamilton," says Dr. Kevin Smith, President and CEO of St. Joseph's Healthcare Hamilton. "We look forward to having our outstanding bariatric program help more Ontarians receive this highly specialized surgery closer to home."

In 2007/2008, there were 244 bariatric procedures performed in Ontario. By 2012, it is estimated that 1470 surgeries will be delivered across the province. With this expansion, SJHH will provide 600 assessments and 140 surgeries in its first year alone. In three short years, that number is expected to rise to 450 surgeries.

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3-2-1....Blastoff!

Dr. Dave Williams takes the lead in the 115th annual Around the Bay Road Race

Few people have gone the extra mile as often as Dr. Dave Williams. As an astronaut, he has travelled over 18 million kilometres in space at a speed of eight kilometres a second!

The Director of the McMaster Centre for Medical Robotics at St. Joseph's Healthcare Hamilton will forge ahead a few more miles on March 29, 2009, leading a crew of fellow hospital staff members as Captain of the Team St. Joseph's contingent at the 115th Around the Bay Road Race.

"I am so thrilled to be Team Captain in this year's race, and to be raising funds for St. Joseph's and the cutting-edge research that takes place at our hospital," said Dr. Williams. "I am very proud to be running alongside so many caring staff members who go the extra mile for their patients every day."

For six years "running," the Bay Race has been one of St. Joseph's Healthcare Foundation's signature fundraising events. Runners competing in the 30k run or walk, the 5k run or walk, the 2 x 15k relay or the 3 x 10k relay, are encouraged to gather pledges from family and friends in support of their efforts.

And you don't have to be the fastest to be the best! With the introduction of the Best Team Challenge, the "Best Team" will be determined by a combination of both race time and funds raised. Here's how it works:

1. Each team member's race time will be added together.
2. All pledges raised by the team will be tallied. For every \$100 raised, 30 seconds will be deducted from the team's total race time.
3. Prizes will be awarded to each member of the "Best Team."

Leading the Best Team Challenge and sure to give other teams a "run" for their money, is a formidable foursome from The Hamilton Spectator, led by Publisher Dana Robbins. Any group of four competing in the same event can participate in this challenge!

"We are so thrilled to be competing in the historic Around the Bay Road Race this year and raising funds for St. Joseph's - such an important community partner to us and to our readership," said Dana.

All funds raised through the Around the Bay Road Race support essential

equipment purchases, enhance patient care areas and ensure that St. Joseph's Healthcare Hamilton continues to provide a level of care that transcends the passage of time, while pursuing healthcare research that's ahead of its time.

Will you go the extra mile?

To register or to sponsor Dr. Williams or your favourite member of Team St. Joseph's, call (905)521-6036 or visit www.stjoesfoundation.ca.



Celebrate your Patient Safety Star

More than ever, healthcare providers are faced with the challenges of providing safe, quality care in a context of increasing complexity and limited resources. Yet, the staff at SJHH continually meets this challenge with innovative strategies based on best practices and a drive for continuous improvement.

In recognition of this exemplary work, the Patient Safety/Quality Steering Committee has endorsed a Patient Safety Award to be granted annually for an innovative initiative

that has a strong impact on patient safety and outcomes.

Two awards will be presented: one to an individual and another to a team who has/have initiated an improvement affecting patient safety. Submissions will be accepted from all clinical and non clinical programs/departments/services and will be featured in a booklet. The award will include a trophy and two all expenses paid registrations to the Annual IHI PS Conference in Orlando in December 2009.

Members of the PS/Quality Steering committee will select the winners based on the following criteria:

reduces harm; evidence informed; originality; broad applicability; practicality; demonstrated effectiveness; alignment with the two PS/Quality Goals for 2009 which are 1) reduction in morbidity/mortality related to infections and 2) reduction in adverse drug events.

The inaugural award will be presented at the Employee Long Service Ceremony to be held in May.

Submission forms are available on the intranet or from your manager. Deadline for all submissions is no later than April 13, 2009.

For further information, contact Ann Higgins at ext 34937.

Living the Mission

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

To the employees of St. Joseph's Healthcare Hamilton:

I gave birth to my son in July (anyone who has had a baby will understand why I have only gotten around to writing this letter now). From pregnancy through our hospital discharge, we received excellent care.

At the Maternity Centre of Hamilton, Dr. Bracken and Dr. Prangley answered my regular list of questions patiently and thoroughly and provided excellent care. I could call and ask nurse practitioner Catherine Good any question at any time and her knowledge and kindness were most helpful.

During labour, which had some difficult moments, my 'team' of Dr. Price, Dr. Shaw and Brandy helped me through with their support, strength and confidence.

Each of our nurses during our four days on the maternity floor showed us newborn care techniques and answered our endless questions with a smile. We never once encountered a grumpy or unhelpful nurse.

Though a joyous and amazing time, being new parents is also a little bit scary. I wanted to thank the doctors, nurses and staff at the Maternity Centre of Hamilton and St. Joseph's Healthcare Hamilton for helping ease our anxiety and for doing it with such kindness.

*Abigail Cukier
Stoney Creek*

Study at SJHH links two anxiety disorders to Irritable Bowel Syndrome

A new study published in the Journal of Anxiety Disorders has shown that individuals with generalized anxiety disorder or panic disorder are more likely to suffer from Irritable Bowel Syndrome (IBS) than those with other specific anxiety disorders.

Titled *Frequency and Severity of the Symptoms of Irritable Bowel Syndrome Across the Anxiety Disorders and Depression*, this study included 357 participants with varied anxiety disorders and was conducted by researchers at St. Joseph's Healthcare Hamilton (SJHH).

"Previous research has found a strong relationship between anxiety and IBS symptoms," says Randi McCabe, a co-investigator on the study and Director of the Anxiety Treatment and Research Centre at SJHH.

"Our findings found that panic disorder and generalized anxiety disorder were most closely associated with IBS symptoms. These findings suggest that clinicians should screen for IBS symptoms when diagnosing anxiety disorders, particularly generalized anxiety disorder or panic disorder."

One important link that was identified in the subjects was worry - mainly worry about illness and pain since many of the generalized anxiety or panic subjects were more anxious and preoccupied about illness and pain with their bodies than the subjects with other anxiety disorders. Other researchers have also found that an intolerance for uncertainty might be another connection. Such intolerance is often found in individuals with generalized anxiety and in those with Irritable Bowel Syndrome.



Randi McCabe, Director of the Anxiety Treatment and Research Centre at SJHH.

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From the Archives

The Public Affairs Department recently uncovered some dusty old meeting minutes from the hospital's Public Relations Committee. Here's what we found:

Dated March 30th, 1979:

"The program to increase staff awareness of smoking and non-smoking areas in the cafeteria is well underway. It was reported that Miss Masse obtained a number of tent cards to be placed on cafeteria tables. These cards will be used periodically to blanket all the tables in the non-smoking areas in the cafeteria. It is hoped that the increased awareness and observance of the regulations will enable the Public Relations Committee to evaluate whether the smoking area set aside in the cafeteria is large enough."

Look how far we've come in 30 years! Today, St. Joseph's Healthcare is proud to be a completely "Smoke-Free" facility.

Stay tuned for more excerpts from our archives in upcoming issues of *Connections!*

Q & A

This month, we spoke with Rebecca Repa, Vice President Planning, Development & Diagnostics, about the progress we are making on the redevelopment of our West 5th Campus.

Where are we at so far with the redevelopment?

We recently received notice from the Ministry of Health and Long-Term Care (MOHLTC) that they support our Functional Program, which essentially outlines the vision and services for the new hospital. This is a significant step, and means we can proceed to the next phases with confidence that the government supports the direction and overall design of the campus.

In mid-March, Infrastructure Ontario (IO) will issue the Request for Qualifications (RFQ) for the project. This is the first step in the process of selecting the team that will design, build, finance and maintain the new hospital.

What is the purpose of the RFQ?

The RFQ provides potential bidders with the opportunity to demonstrate that they are qualified to bid on a project the size of ours. Once submissions are evaluated, pre-qualified project teams will then be invited to respond to a Request for Proposals (RFP) for the project.

Who decides which teams qualify and how do they decide this?

Infrastructure Ontario and SJHH

select the teams. Teams are short-listed based on their design, construction and facilities management capability and experience, as well as their ability to financially undertake a project of this size and complexity.

You mentioned the project company will maintain the new hospital. What does this mean?

One of the benefits of the province's Alternative Financing and Procurement (AFP) model is that the building and maintenance team will be responsible to ensure the new campus stays in excellent condition for 30 years.

How does it affect our staff?

Employees who are responsible for facilities management will follow their jobs to the successful bidding team and continue their work at the new campus. The aggregate terms of their collective agreements will be honoured and their union representation maintained. Staff affected will include those who perform hard facilities maintenance, such as maintaining the electrical and ventilation services.

What happens next, after the RFQ is closed?

The next step will be to issue to



Rebecca Repa, VP Planning, Development and Diagnostics, SJHH

Request for Proposals (RFP). We expect this will happen in Fall 2009.

How can I continue to stay up to date on what's happening with the new hospital?

You can check out the project website at www.stjoes.ca/west5 for the latest news and information about the project. The first project newsletter is now available as well and will be published quarterly as another tool to keep everyone informed and updated.

A new website has been launched for SJHH's mountain redevelopment project. The site will serve as an information resource, eventually including construction updates and notices and other important information as we continue work on the new hospital. You'll find project updates, an FAQ, information on the history and vision of the site and more.

You can find this site at www.stjoes.ca/west5 or via the link at www.stjoes.ca.



2009 *Mission & Values Awards*

Each year, the employee Mission and Values Awards recognize the outstanding achievements of individuals and teams of employees who have gone above and beyond the call of duty and who exemplify the Mission and Values of St. Joseph's Healthcare on a daily basis. All employees are invited to nominate their peers!

Nomination forms are now available on the weekly *Information & Events* email, downloadable from the Intranet or available in hardcopy at the following locations:

Charlton Campus:

- Public Affairs Dept. (T1407)
- Information Desk
- Human Resources (Level 2, Martha)
- Cafeteria

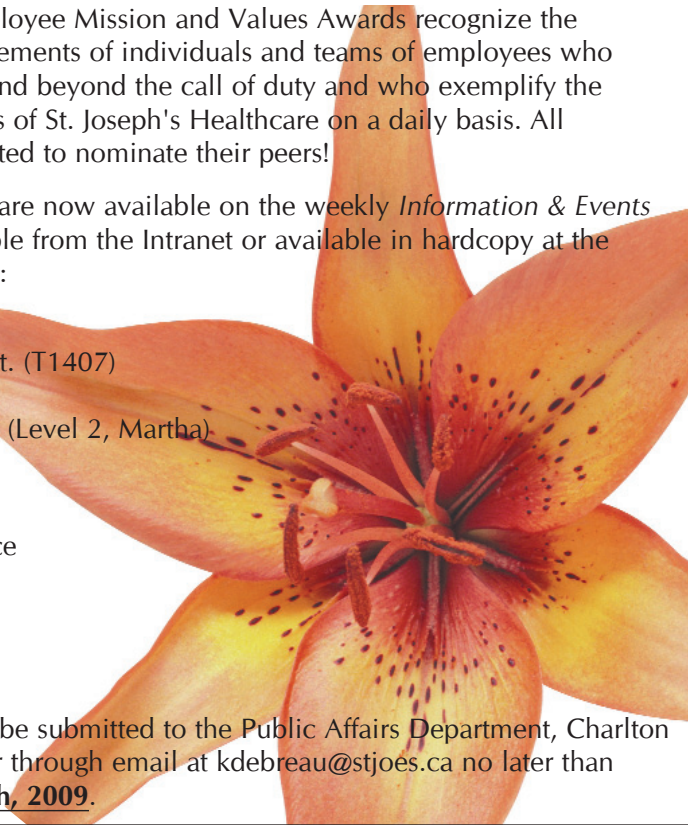
King Campus:

- Julie Holmes' office
- Information Desk

West 5th Campus:

- Information Desk

Nominations must be submitted to the Public Affairs Department, Charlton Campus (T1407) or through email at kdebreau@stjoes.ca no later than **Monday, April 13th, 2009.**



Kevin's Column *Cont'd from Pg. 1*

effort through equipment donations. We look forward to continuing our international work, and will be planning a follow-up visit to Uganda in the near future.

I am also delighted to share with you that as a result of our continued dedication to providing the highest quality of healthcare to our patients, St. Joseph's Healthcare has been awarded full Accreditation by Accreditation Canada. Congratulations to all who helped make this process a successful one. We will continue to work with Accreditation Canada on continuous quality improvement activities over the next three years.

Finally, as we come to the end of our fiscal year we are seeking nominations for this year's Annual Mission and Values Awards as well as the newly established Patient Safety Star Award. I would encourage each of you to consider nominating an individual or team that has contributed significantly to our organization this year.

The Patient Safety Star Award was developed to help honour those individuals who continue to meet the challenge of providing safe, quality care through innovative strategies and a drive for continuous improvement. The Mission and Values Awards honour those St. Joseph's Healthcare employees who share our mission of providing the best quality of health care in an environment of compassion, dignity and respect. Each of these awards will be presented at this year's Annual Employee Recognition Dinner, to be held at Carmen's Banquet Centre on May 26th.

*Kevin Smith
President & CEO
St. Joseph's Healthcare Hamilton*



The Stations: An invitation to reflect

By Gary Payne, Pastoral Educator, Spiritual Care Dept., SJHH

The Spiritual Care Department invites you to a time of meditation and reflection during the Lenten Season. Beginning February 25th, Ash Wednesday and each Wednesday and Friday throughout Lent, a Powerpoint reflection of the Stations will be available in the Charlton Campus chapel from 8:30

a.m. to 4:30 p.m. and at the West 5th Campus chapel on March 4th and 25th from 9:00 a.m. to 1:00 p.m. This presentation of the Stations has been written to reflect the experience of patients, families and staff in healthcare settings.

The tradition of meditating on the Stations of the Cross has been a practice and ritual observed within the Catholic faith for ages. Though the experience of the Stations offered here at SJHH is one the Spiritual Care Department hopes will be meaningful and spiritually engaging for all people, regardless of faith tradition or spiritual practice.

One complete viewing of the Stations requires approximately 10 -12 minutes, at which time the presentation loops back to the beginning. We hope that patients, families and visitors will be able to come and go as they wish. This presentation was designed to allow our staff to avail themselves of the opportunity to come to the chapel to experience the Stations as well.

This version of the Stations is available on channel 82 so patients will have the option of accessing this form of reflection in the comfort of their room at any time of the day or night throughout the 40 days of Lent.

The Quest for Quality: St. Joe's does it again!

By Ann Higgins, Quality & Patient Safety Consultant and Accreditation Corporate Lead, SJHH

St. Joseph's is committed to ensuring we provide the highest quality patient care. In order to achieve that goal, we must engage in continuous evaluation and improvement efforts across the organization. One strategy is our participation in the Accreditation Canada QMENTUM process. This mandatory process is a way to assist healthcare organizations across the country in defining, measuring, reporting and improving the quality of their care and service. It also provides recognition that an organization's services meet national standards of quality.

Staff at all levels and in all departments completed the online self assessment and spoke with surveyors when they visited SJHH in May 2008. Romeo Cercone, VP Quality and Accreditation Executive Lead believes "having frontline staff involvement was critical to helping us identify our strengths and opportunities for improvement." From May to December, leaders throughout all programs, departments and services responded to the feedback from the surveyors and initiated plans for improvement as needed.

As a result of this hard work SJHH has been awarded **full Accreditation**.

Ann Higgins, Quality and Patient Safety Consultant and Accreditation Corporate Lead, attributes the hospital's success to the incredible teamwork across the entire organization. "Given all the competing priorities, it would have been really easy to just let things slide and leave the toolkits on the desk but people really picked up the ball and ran with it. They were creative, enthusiastic and incredibly committed."

"Although this is quite an achievement given the new QMENTUM process, it's important we not become complacent. The final report has identified a number of key areas we need to improve upon and we will have to deliver on those action plans in 2011," says Romeo.

Given the increasing emphasis on patient safety, accountability and continuous improvement in healthcare, SJHH is proud to be recognized by Accreditation Canada in this way. In that spirit, we are committed to ensuring that Accreditation becomes part of ongoing improvement efforts rather than just an isolated event that occurs every three years.



Body Watch

Shop Smart!

With thousands of items to choose from and aisles upon aisles of tempting treats, a trip to the grocery store for a bag of milk often turns into much more. Here are some simple shopping tips you can use to help keep the pounds off your waistline and inside your wallet!

Stick to the outside. In most cases you will find all the food items necessary for a balanced meal on the outside walls. For example fresh/frozen fruits and vegetables, meats, dairy and grain products all tend to be located around the perimeter of the store. Inner aisles contain mostly processed foods and less nutritious convenience items.

Make a list. Making a list and sticking to it will help to avoid unnecessary spending. Remember, a sale is only saving you money if you were already planning on buying the item at full price.

Time it right. Try to avoid shopping for groceries when you are hungry. Shopping on an empty stomach can lead to impulse purchases leaving you at risk for spending more. Also, the choices we make when hungry are often less nutritious.

If you are interested in learning more, contact your local supermarket. Many stores offer guided tours led by Registered Dietitians to help you make informed healthy choices.

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

Accreditation Celebration 2009

To acknowledge and thank everyone for their hard work in making our 2008 Accreditation process a complete success, we are inviting everyone to please join us for a special treat.

Charlton Campus
Monday, March 30th, 2009

King Campus
Tuesday, March 31st, 2009

West 5th Campus
Wednesday, April 1st, 2009

St. Joseph's Hospital Staff Credit Union Branch

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Do you know this St. Joe's Baby?



Hints: He is a partner in the Hamilton law firm Ross & McBride and his wife is a nurse at Hamilton Health Sciences.

Still guessing? He grew up on Hamilton's East Mountain, but currently resides in Ancaster. His father played football for the Hamilton Flying Wildcats - the 1943 Grey Cup Champions.

Answer: It's Adam Dominic David Cappelli, born on New Year's Eve, 1963 at St. Joseph's Healthcare Hamilton!

St. Joe's babies are everywhere in our community and Adam's is one of many adorable faces that adorn the first two panels of the new St. Joe's Baby Face Photo Wall!

St. Joseph's
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FOUNDATION

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



St. Joseph's to become provincial hub for Bariatric Surgery

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According to Minister Caplan, "It will decrease pressure on Ontario's Out of Country Program, saving approximately \$10,000 for every bariatric case done here and not sent to the United States. "It will also help offset the costs of treating these obesity-related conditions such as diabetes, heart disease, hypertension and some cancers and will ultimately help reduce the number of ER visits and hospitalizations," he says.

In addition to becoming the provincial hub of bariatric care, SJHH will also receive an additional \$1.5 million to purchase a CT scanner specifically designed to accommodate patients who suffer from severe obesity.

Also known as gastric bypass surgery, bariatric surgery involves the modification of a patient's digestive system to reduce nutrient intake and/or absorption and ultimately healthy weight loss.

Cindy Duga was one of more than 50,000 people in Hamilton who currently suffer from diabetes. With a Body Mass Index (BMI) of 35, she was a prime candidate for a study on diabetes and obesity led by Dr. Mehran Anvari, Medical Director, Bariatrics Surgical Program at SJHH. She underwent bariatric surgery in November 2008 and since then, her blood sugar levels have improved dramatically and are now within the normal range.

"This initiative is about patient care," says Dr. Anvari. "It's about providing much-needed services to an increasing group of patients who are suffering from complications due to excess weight. Not only will we improve the productivity and quality of care for this important group of patients but we will also help reduce the cost of healthcare for dealing with chronic problems that otherwise will be facing us in the next few years."

Anxiety linked to IBS

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"These results have encouraged us as researchers to more closely explore the relationship between various anxiety and depressive characteristics and IBS," says Randy. "They emphasize the role of physiological symptoms and the need for thorough assessments and combination treatments for these conditions."

IBS is a chronic functional gastrointestinal (GI) disorder that affects 10 to 15% of the population. IBS is defined as persistent pain or discomfort that is associated with such symptoms as relief with defecation, excessive bloating, and harder or less frequent bowel movements.

Give the Gift of Life



April 17th, 2009

8:00 a.m. to 2:00 p.m.

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April 27th/28th, 2009
8:00 a.m to 4:00 p.m.
Sheraton Hotel - Hamilton
Contact (905) 522-1155 ext. 36493
for more information.

Kidney/Urinary Conference

April 30th, 2009
Royal Botanical Gardens
Call (905) 522-1155 ext. 32167
for more information.

Annual Employee Long Service Ceremony

May 26th, 2009
Carmen's Banquet Centre
Please note: All eligible recipients
celebrating 15 to 40 years of service will
receive their invitations in mid-April.

Local support group gives back to SJHH

The SJHH Volunteer Association was presented a cheque in the amount of \$200 by the *We're Hear for You* Chronic Pain Support Group of Hamilton. The donation comes from proceeds raised from a raffle that was held by the group to express its thanks to SJHH for supporting their annual raffle to raise funds for education and pain support.

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 proceeds make up the prize amount, the other half supports patient care initiatives at SJHH.

A brand new year of Payday Payouts will begin soon. Stay tuned for more details. If you have any questions about the Payday Payouts 50/50 Staff Lottery, please contact St. Joseph's Healthcare Foundation at (905) 521-6036.



Winner:
Ruby Askes
Department:
Nephrology
Draw Date:
February 5, 2009
Prize Amount:
\$4,707.00



Winner:
Ruth Hensen
Department:
Post Partum -
Combined Care
Draw Date:
February 19, 2009
Prize Amount:
\$4,693.50



In mid-November, Michael Lay from TD Insurance presented St. Joseph's Healthcare Foundation with a cheque for \$3,400! The funds were raised through an innovative partnership that saw TD Meloche Monnex donate \$10 to the Foundation for each hospital employee who visited the insurer's website and entered their name and the expiry date of their home or auto insurance. Pictured from L to R: Betty Kenney, Benefits Program Administrator, SJHH; Michael Lay from TD Insurance Meloche Monnex; and Robert Donelson, President, St. Joseph's Healthcare Foundation.

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

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