

## Kevin's Column



Fall is approaching and the number of patients coming through our Emergency Department (ED) has already begun to increase. As our ED staff and physicians dedicate themselves to our patients, this year they are also trying something new.

Beginning in June this year, our ED team began working with Toyota to apply the principles of the Toyota Production System (TPS) to their work. At first glance, car manufacturing and emergency services might not seem to have much in common, but the concept of TPS has become widely used. Just as the airline industry has greatly influenced patient safety, TPS is beginning to influence patient care.

The project is not focused on clinical decisions, which are the responsibility of our expert clinicians, but rather on the environment in which our staff and physicians work. TPS is a great approach if you want to smooth out the work flow and reduce wasted time and effort. The goal is not to "sweat more out of the department" by pushing people harder but to organize the flow of work better by

*Cont'd on Pg. 5*

## Thanks for everything you do!



Every summer, St. Joseph's Healthcare holds a barbeque, one at each campus, in appreciation of the dedication and service of its employees, physicians, learners and volunteers.

**A view from the top:  
Hundreds attend annual  
staff appreciation barbeques**

This year's events proved to be very successful and we were very lucky to have the sun on our side (considering its reluctance to come out all summer!) Besides a delicious barbecued lunch, attendees enjoyed entertainment courtesy of our local radio stations, K-lite FM and Y108, and had an opportunity to win one of several spectacular prizes, all of which were generously donated by the local business community.



*Many thanks to the SJHH Security Department for organizing the Food Drive at this year's Summer Sizzler staff BBQ. All donations went to the St. Matthew's House Food Bank.*

Many SJHH groups set up display tables including the St. Joseph's Healthcare Foundation, MyStJoes, the EVA Green Team, Mountain Redevelopment, Starry Night, United Way and e-Payroll Services.

A special thank you to Morrison's Catering and to our very generous sponsors: TD Insurance, HMECU and Honeywell. We just couldn't have done it without you!

## International Outreach equipment donation benefits healthcare across the globe

Equipment donations to healthcare colleagues working in developing countries is an extremely effective form of aid, but only if the items supplied follow international guidelines and are in excellent working order.

The logistics of collecting, storing, and physically loading this equipment for the St. Joseph's Health System's International Outreach Program is done by Chris Chovaz, Director of Biomedical Engineering and Building Services; Jay Ayres, Director, Group Purchasing and Organization; and Bob Hockin, owner of Brantford's Mohawk Moving & Storage. This trio has worked together for the past 18 years and even today, they still make it all look so easy.



Donations are stored at Mohawk Moving & Storage where expert staff carefully load the items, ensuring nothing arrives broken and that all space is utilized. Jay communicates with customs and motivates the team with his humour, physical energy, and fearlessness in exploring trailers of donations looking for the "good stuff." Chris ensures that all equipment is in good working order and can withstand years of service without requiring expensive parts or specialized maintenance. Bob keeps track of the time and origin of all donations in the warehouse. Kathy is responsible for the inventory of the goods upon loading.



The latest shipment, sent to Mbarara, Uganda on August 15th, 2009, included oxygen masks and tubing (acquired by Dr. Hugh Fuller, Chief of Medicine), four manual infant scales, three serviceable exam tables and over 400 cases of clinical masks.

Since 1986, the St. Joseph's Health System (SJHS) has been providing much needed medical support and training to developing countries across the globe. With a key focus on providing training in current medical and nursing techniques and the transportation of basic medical supplies and equipment to such countries as Haiti and Uganda, these International Outreach missions are funded by the Sisters of St. Joseph of Hamilton and supported by member organizations and friends of St. Joseph's Health System.

*Submitted by Kathy Baines,  
Administrative Assistant, Biomedical Engineering Dept., SJHH*

## St. Joe's researcher finds link between drug and fat cell growth



*Richard Austin*

A new study from researchers at St. Joseph's Healthcare has found that an existing drug used to treat a deficiency of enzymes that remove ammonia from blood -

4-PBA - could block the growth and formation of fat cells.

Recently published in the Journal of Lipid Research, the study was

conducted on mice and could very well be ready for human trials within the next three to four years.

The team established first that the compound blocks a pathway necessary for fat cell formation in lab cultures. Later, they showed that mice on high-fat diets supplemented with the drug did not gain as much weight as compared to mice fed only the high-fat diet.

Richard Austin, lead author of the study and AMGEN Chair of Nephrology at St. Joseph's

Healthcare, notes that 4-PBA is already an FDA-approved drug, making it useful in the near future for the possible treatment of obesity or diabetes.

"These findings could prove to be significant in the world of obesity research," Austin says. "Our next step is to hopefully find out how this drug will assist humans in promoting weight loss or in preventing weight gain." This study was funded by the Heart and Stroke Foundation of Ontario.

# Body Watch

## The Buzz on Caffeine

Caffeine, a mild central nervous stimulant, is found in most of our favorite foods and beverages. Caffeine increases the heart rate and blood pressure keeping you alert, improving concentration, boosting energy, and preventing fatigue. Caffeine is one of the most popular drugs used in North America. You may be asking yourself, where is caffeine found and how much is recommended on a daily basis?

A moderate amount of caffeine may be okay as part of your daily regime. A moderate amount is no more than 400-450 mg of caffeine per day which is about three cups of coffee. For women of childbearing age, it is recommended of no more than 300 mg per day. Listed below is a list of common caffeinated beverages and the amount of caffeine for a typical serving.

Beverage	Caffeine in mg
Brewed coffee (250 ml, 8 oz)	85 mg
Brewed Black tea (250 ml, 8 oz)	40 mg
Tim Hortons medium coffee (10 oz)	100 mg
Starbucks Grande coffee (16 oz, 2 cups)	330 mg
Starbucks Espresso (60 ml, 2 oz)	75 mg
Starbucks Americano (16 oz, 2 cups)	225 mg
Cola Drinks (355 ml)	28-64 mg
Hot Chocolate (6 oz)	6-30 mg

Here are some tips to help you cut down on your caffeine intake:

- ▶ Mix half of your regular coffee with decaffeinated coffee
- ▶ Mix half your coffee with hot chocolate - making your own Mochachino
- ▶ Limit yourself to 2-3 cups of coffee per day
- ▶ If you are drinking an 8 oz cup of coffee, decrease this amount to a 6 oz cup
- ▶ Treat yourself to your favorite store bought coffee beverage 1-2 days per week

Keep in mind that excess caffeine can give you the shakes, anxiety, nervousness, upset stomach, irritability, headaches and can even prevent you from getting a good night's sleep. So enjoy your caffeine but in moderation.

Try a new beverage that is caffeine-free such as green tea, juice, water, sparkling water, crystal light or milk!



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

## Recognizing the importance of Spiritual Care

The Spiritual Care Department invites you to join them in celebrating Spiritual and Religious Care Awareness Week, October 18-24, 2009.

There are several ways to participate in and learn more about Spiritual Care at St. Joseph's Healthcare Hamilton including:

### Spiritual Care Displays

Stop by our Spiritual Care display outside the cafeteria at the Charlton Campus where you can talk to our staff, view a Powerpoint presentation about our services, pick up a new brochure about Spiritual Care at St. Joe's, see how many Spiritual Care staff members you recognize from our photo board and see those you haven't met yet! As you leave the Charlton cafeteria, be sure to have a look at the display case which is dedicated to Spiritual and Religious Care.

### Memorial Gathering

You are invited to share in a Memorial Gathering on October 22nd with the family members and friends of those who passed away at St. Joe's during the months of May, June and July. The gathering will begin at 4:00 p.m. in the Chapel at the Charlton Campus.

### Volunteer Recognition Event

We will be recognizing and honouring the generous spirits of those who volunteer with the department at a special recognition ceremony on October 20th.

### West 5th Campus Activities

It is the 50th year since Spiritual Pastoral Education started at the West 5th Campus! In recognition of this, there will be a Service of Dedication of a Medicine Wheel and an Icon.

For more information, please call ext. 33263. We look forward to celebrating with you!

# Q&A

*We are committed to keeping the employees, physicians, learners and volunteers of St. Joseph's Healthcare up-to-date on all developments relating to the Pandemic. This Q&A answers many of your questions about the H1N1 flu vaccine and the seasonal flu vaccine.*

## ***What are the signs and symptoms of H1N1?***

The symptoms of H1N1 flu virus in people are similar to the symptoms of regular human flu and include fever, cough, sore throat, body aches, headache, chills and fatigue. Some people have reported diarrhea and vomiting associated with swine flu. In the past, severe illness (pneumonia and respiratory failure) and deaths have been reported with H1N1 flu virus infection in people. Like seasonal flu, swine flu may cause a worsening of underlying chronic medical conditions.

## ***Will SJHH offer a pandemic H1N1 vaccine when it becomes available?***

Yes. St. Joseph's Healthcare is committed to providing the pandemic H1N1 vaccine as soon as it is available to staff, following provincial guidelines for delivery.

## ***Will the seasonal flu shot protect against the pandemic H1N1 flu virus?***

Flu shots are designed to act against specific flu strains. The regular seasonal flu shot will not offer protection against the H1N1 flu.

## ***Can the flu vaccine give you the flu?***

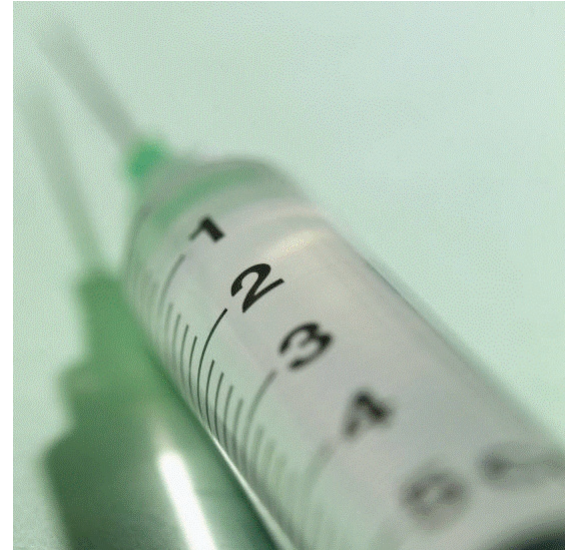
The flu vaccine will not give you the flu. The flu vaccine was specially designed to make it impossible to transmit influenza from an influenza vaccine. Sometimes individuals will have soreness in the muscle and at the injection site where the shot was received. Other adverse effects are extremely rare. In cases where individuals feel that they have contracted the flu from the flu vaccine, it almost always turns out that they are experiencing another illness.

## ***I have heard that the pandemic H1N1 vaccine has been fast tracked. Do I need to be concerned about its safety?***

Fast track does not mean short cut. Regulatory procedures in place for the licensing of pandemic vaccines, including procedures for expediting regulatory approval, are rigorous and do not compromise safety or quality controls.

## ***What is the difference between antivirals and vaccines?***

Antivirals are drugs used for the early treatment of influenza. They do not provide immunity to the virus, but if taken soon enough after symptoms can start they can reduce symptoms, shorten the length of illness and reduce the risk of complications.



While antivirals can be used to prevent illness, the focus during this flu season will be on early treatment of those who need it.

Vaccines produce immunity to specific diseases by stimulating the production of antibodies and are the primary means of preventing influenza.

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*Above Q&A was submitted by the St. Joseph's Healthcare Hamilton Occupational Health and Safety Department and based on a report by Ontario's Chief Medical Officer of Health, "The H1N1 Flu in Ontario", Ministry of Health and Long-Term Care, September 2009.*

## **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
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- ◆ Internet & Phone Banking, Bill Payments *and more...*



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

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watching, measuring, discussing and testing. When successful, TPS changes a typical "rush – wait – rush – wait" environment into an even flow of work thus benefitting patients, staff and physicians.

Finding the best work flow takes great time and effort, sometimes meaning short-term inconveniences which is not easy in a busy department. My congratulations to the Emergency Department team for their tremendous efforts and commitment to enhancing patient care. I know that our colleagues from Toyota have been impressed by this commitment in such a complex and challenging clinical environment. I will bring you more news as the project evolves.

*Dr. Kevin Smith  
President & CEO*

## Learn more about Occupational Therapy at St. Joe's

October is National Occupational Therapy Month.



It is a time to reflect and recognize the contributions of Occupational Therapy in helping individuals to address daily life challenges that interfere with a person's ability to participate in activities or occupations that are important to them as a result of physical, cognitive or psychological challenges. The Occupational Therapists and Occupational Therapy Assistants at St. Joseph's Healthcare will be celebrating with an Open House on Thursday, October 22, 2009 from 11:30am to 1:00 pm in the Occupational Therapy Department. We'd love to see you there!

## A shared Diagnostic Imaging archive to enhance patient care at St. Joe's

St. Joseph's Healthcare Hamilton has begun archiving diagnostic images and reports to a Diagnostic Imaging Repository (DI-r), a key step towards integrating electronic patient records for hospitals in Southern Ontario.

The DI-r is a central image and report archive system, housed in London, Ontario, that will connect all Picture Archiving and Communications Systems (PACS) in the participating hospitals within Local Health Integration Networks (LHIN) 1, 2, 3 and 4.

Clinicians, radiologists and other caregivers at St. Joseph's Healthcare will be trained in the use of the GE Healthcare DI-r viewer application in the Fall of 2009. Once training is complete, clinicians will be able to view a patient's Diagnostic Imaging record when and where they need it.

"This is a vital step in the right direction when it comes to patients getting relevant and timely care,"

says Dr. Dan Franic, Chief, Diagnostic Imaging at St. Joseph's Healthcare. "The Diagnostic Imaging Repository network will ultimately improve patient care delivered at all three campuses of St. Joseph's Healthcare by enabling clinicians and radiologists to immediately review all prior relevant investigations resulting in quicker diagnoses and care decisions. Having all prior imaging studies at hand shall avoid unnecessary tests, or, the duplication of these, which in some cases shall reduce potential risks or needless radiation exposures to our clients as well as the costs to our healthcare system. Needless to say, the eventual transparency of this information will create a more collaborative partnership with our other healthcare colleagues in the region."

For more information or any questions concerning the DI-r, please contact Pat Lino at ext. 35122.

## Make that trek to work a "Smart Commute"

The St. Joe's EVA Team is proud to be partnering with Smart Commute Hamilton as part of its strategic goal to encourage opportunities for alternative, as well as healthier, modes of transportation other than single occupancy vehicles.



From August 17th to 28th, EVA surveyed staff to gather data about their commuting habits. The survey was a great success! Through our network of volunteers and with the support of our partners Honeywell and Smart Commute Hamilton, we were able to get over 450 respondents to the survey. Congratulations to both Miriam Santarelli, winner of the bike courtesy of Honeywell and Maria Reitmeier, winner of the iPod, courtesy of Smart Commute Hamilton.

As part of our partnership with Smart Commute Hamilton, EVA is excited to announce the launch of St. Joe's Carpool Zone. Carpool Zone is an innovative and simple online tool for you to find colleagues and other commuters across the Greater Toronto and Hamilton area to share a ride with. Stay tuned for more information and more prizes that can be won by signing up for Carpool Zone! Go to the EVA page on MyStJoes for more information: <http://mystjoes/teams/EVA>.

*Submitted by Bryan Herechuk, Performance Improvement Consultant, QPPIP, SJHH*

## Nominations now being accepted for PAC Awards of Excellence

Take the time to complete a nomination for the *Health Professionals Excellence in Practice Awards*, team and individual awards that target the pillars of professional practice and the organization's way of recognizing and celebrating the contributions of health professionals represented by the PAC.

The nomination categories include:

### ● **Clinical Service Award**

Recognizes an individual and team 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**

Recognizes Preceptor/Mentor(s) (individual and team) who furthers professional practice of his/her discipline and contributes to the professional growth of students and colleagues. A Preceptor/Mentor(s) who engages in a partnership with learners, who strives

to maximize learning opportunities by identifying appropriate learning resources and providing specific learning opportunities, and role models excellence in professional practice.

### ● **Research Award**

Recognizes an individual and 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**

Recognizes an individual 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.

### ● **Innovation in Professional Practice Award**

Recognizes an individual who 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).

Nominations are open from September 1st to 30th. Forms are available on the MyStJoes intranet.

If you have any questions, please contact Monica Alderson at ext. 34127.

*Submitted by Monica Alderson, Manager & Professional Practice Leader, Occupational Therapy Dept., SJHH*

## Information boards coming soon to a clinical area near you!

By encouraging transparency and facilitating change, SJHH is continuously working to become one of the country's safest healthcare providers. To that end, the Quality, Planning & Performance Improvement Program (QPPIP) is supporting the roll-out of Patient Quality & Safety Information boards at all three SJHH campuses, starting with clinical services. The purpose of these boards is to keep our patients and staff informed about the performance of our clinical serv-

ice areas, demonstrating the organization's drive to improve patient safety and quality of care.

The boards will be going up during the month of September and QPPIP will be updating the data quarterly. We encourage staff to familiarize themselves with the information, since the healthcare team is an integral component of a high quality, patient-focused environment.

Want a preview? The Maternal

Newborn Child Program is displaying a pilot of the board on levels 2 and 3 of the Bishop Dowling Wing.

Feedback has been collected from staff and patients about the content and layout of the pilot board and will be used to standardize the layout of the boards going up this month.

For more information, please contact Jessica Fry at ext. 32197.

*Submitted by Dorothy Binkley, Quality Associate and Jessica Fry, Performance Improvement Consultant, QPPIP, SJHH*

To whom it may concern:

On July 22, 2009, I had the good fortune or misfortune to have bi-lateral oral sinus bone graft surgery. Upon being wheeled into the operating room, I was very scared and very self-conscious about having to have my dentures removed. One of the nurses said to me, "We love you just the same, with teeth or without". In over 40 years of wearing dentures, no one has ever said such a kind thing to me. Her words still ring affectionately in my ears. For this, I would like to express my heartfelt thanks to whoever said that to me.

Thank you! You're the best!

Yours in good health,

Gloria

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

## Respiratory Therapy - An integral part of St. Joseph's Healthcare

Part 2 of 3

The Respiratory Therapy (RT) Department would like to thank everyone who participated in its Respiratory Therapy Department Satisfaction Survey which was sent out to Directors, Managers, physicians, nurses, and other allied healthcare providers. We had a fantastic response rate with over 100 individuals completing the survey! The purpose of the survey was to identify service areas of excellence and areas with room for improvement. Survey results show:

### Areas identified for improvement:

- More frontline staff education and teaching,
- Better coverage on nights,
- Building the RT profile, particularly with Neonatal and Pediatric patient populations.

### Service areas of excellence:

- Excellent care of patients on non-invasive positive pressure ventilation and invasive ventilation,
- Quick response to emergency situations,
- Working together with all healthcare providers.

### A few additional highlights of the survey results include:

- 85% of respondents felt that the skills and knowledge level of our Respiratory Therapists are above average to excellent!

If you have any questions or comments about the RT Department, please contact Angela Coxe, Manager, Respiratory Therapy Services.

*Submitted by Angela Coxe, Manager, Respiratory Therapy Services and Jessica Fry, Performance Improvement Consultant, QPPIP, SJHH*

## Understanding the reality of Mental Illness

Mental Illness Awareness Week (MIAW) is an annual national public education campaign designed to help open the eyes of Canadians to the reality of mental illness. This year, staff and volunteers from the Mental Health and Addiction Program along with our partners, the Psychiatric Patient Advocate Office and the Schizophrenia Society of Ontario - Hamilton Chapter, are excited to be kicking off the week (October 4th to 10th) with the first annual MIAW Yoga-thon on Saturday, October 3rd. The yoga-thon is a

celebration of wellness and recovery through mindfulness, meditation and yoga. For more information, contact Maureen Williams at ext. 33627 or pick up your pledge sheet and registration form at any of the three St. Joseph's Healthcare campuses.

On Monday, October 5th, the Mental Health and Addiction Program will also be hosting its 6th annual Candlelight Vigil at the West 5th Campus. On the first Monday of every October, we take time to focus on our past, our present and our future. Initiated in 2004 by the Peer

Support Council, the vigil is now a joint venture with the SJHH Spiritual Care Department.

Everyone is invited to join us at this event, scheduled to begin at 6:00 p.m. Our speakers will include Dr. Robert Zipursky, VP, Mental Health and Addiction Program, Paul Sanderson, Community Support Worker - Addiction/Peer Specialist, Hamilton ACT II and Victoria Madsen, Manager of Change Management at SJHH.

*Submitted by Fiona Wilson, Coordinator - Peer Support Services and Janet Young, Chaplain, Mental Health & Addiction Program, SJHH*

## 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:** Leonora Cimino  
**Department:** Accounts Receivable  
**Draw Date:** August 20, 2009  
**Prize Amount:** \$5,313.00

**Winner:** Brenda Comeau  
**Department:** GI Department  
**Draw Date:** September 3, 2009  
**Prize Amount:** \$5,287.50

**Winner:** Rachel Robertson  
**Department:** Niagara Geriatric Outreach  
**Draw Date:** September 17, 2007  
**Prize Amount:** \$5,350.50

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



Pictured above is the "pioneer" group of SJHH managers participating in the *Leadership Development Program for Managers* which began on May 6th, 2009. Managers who complete all 10 modules of the program will receive a certificate from the Schulich School of Business. There are currently four groups scheduled to participate in this program which is set to run until the end of 2010. The second group began the program on September 17th. If you are interested in learning more about the *Leadership Development Program for Managers*, please contact Emile Penner-Cloutier at [epenner@stjoes.ca](mailto:epenner@stjoes.ca) or ext. 36337.

*SJHH Leadership Development for Managers - Back row (L to R): Patricia Mlekuz, Lily Waugh, Pam Johnston, Kim Ross, Dianne Husbands, Barb Pizzingrilli, Brooke Cowell, Tara Coffin Simpson, Shelley Wright, Monica Alderson, Deanna Burnet. Front Row (L to R): Kathleen Sommerville, Cindy Nicholls, Cheryl Evans, Tammy Robinson, Shawn Kenny.*



## Recognizing the potential of future generations

Congratulations to Andrew Phan (pictured left with Volunteer Association President, Rita Richter), this year's recipient of the Sister Joan O'Sullivan Scholarship. Andrew, who just entered his third year of university, has been a volunteer at the King Campus since 2005 and has completed over 500 hours of volunteer service as a Front Desk Monitor. He has been described as "An ambassador for St. Joseph's Healthcare to all who enter the King Campus doors after regular business hours." His dedication and commitment is appreciated by all. Andrew is without a doubt, a truly deserving recipient of this year's volunteer scholarship.

# 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.

**Managing Editor:** Brady Wood  
**Editor:** Karen DeBreau  
**Contributors:** Debbie Silva, Lindsay Whelan  
**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](mailto:kdebreau@stjoes.ca)