

## President's Message



Autumn marks a new beginning as well as continuance of many processes here at St. Joe's. It has been a busy summer in our ER and all of our services have felt the impact. As we enter a dynamic time that leads into the winter and viral season, it is important that we strive to maintain workplace wellness. One year ago, a Wellness Program was piloted in seven St. Joe's units which were chosen based on sick day performance, work related incidents and/or their impacts on the budget process. Staff feedback has been very positive and as such, our Wellness Program has expanded to now include 21 clinical units. Almost 1200 employees utilize the components of the Wellness Program on a weekly basis. In addition to the hard work and dedication of staff and managers, I believe the Wellness Program has been a contributing factor to our recent achievements. Outstanding accomplishments, so important in reducing the impact of funding shortfalls, include a 36.6% decrease in sick days per employee and a reduction in Employee Assistance Program cases of 25%. The Wellness Program will continue to develop new strategies to provide a healthier work place and work life.

There has also been a large effort to ensure staff is aware of the proper procedures in case of any emergency. Although emergencies may be gradual or immediate, threaten patients and staff or hospital operations; it is imperative

*Cont'd on Pg. 5*

## St. Joseph's Healthcare makes the list of **Top 100** employers in Canada

I am very proud to let everyone know that St. Joseph's Healthcare Hamilton has been selected as one of Canada's Top 100 Employers for 2011. Our award was formally announced in the October 15th Globe and Mail. This is the first time that St. Joe's has received this coveted award. This achievement reflects a great deal of work on the part of our Human Resources team, our managers and every staff member who has stepped forward to give life to our mission of providing compassionate and sensitive care in a supportive and caring environment.

St. Joe's is already very well known for the research we do in Respiratory diseases, Mental Health, Kidney and Urinary disease, Surgical innovation, Rheumatic Disorders, Thrombo-embolism and Intensive Care. We are a well recognized teaching hospital educating the health professionals of tomorrow with our close affiliations with McMaster University and Mohawk College. However, it is very gratifying to be recognized as well for our leadership as an employer and for all the things we do to develop St. Joe's as an innovative, interesting and rewarding place to work. It is important for us to know we are doing the right things to retain and attract top talent and this award reflects our efforts.

The award represents contributions from across the organization. Human Resources practices organizations were reviewed, and close to 16,000 organizations were invited to apply. Selection was based on an assessment of the physical workplace, atmosphere, as well as workplace practices such as benefits, vacation and time off, communications, performance management, professional development, charitable efforts and community involvement. This award is recognition of the hard work and dedication of the people who have made our organization one of this country's best places to work.

We were recognized for the importance we placed on our employees through a number of initiatives such as leadership development and staff engagement. Employee feedback and involvement has influenced many of the programs and benefits that we have developed. These include innovative recognition events, Service Excellence, Health and Wellness programs,



*Cont'd on Pg. 8*

## Help us recognize those who stand above the rest in professional practice

The Health Professionals Excellence in Practice Awards offer a way to recognize, acknowledge and celebrate the contributions of individuals and teams of health-care professionals who are represented by the Professional Advisory Committee (PAC). These individuals stand out in the workplace as pillars of professional practice in the following categories:

### **Clinical Service**

#### **Teaching**

#### **Research**

#### **Leadership**

### **Innovation in Professional Practice**

A celebration to honour these leaders is scheduled to take place simultaneously at all three Campuses on Tuesday, November 2nd, 2010 from 2:00 p.m. to 4:00 p.m. The awards will be presented via broadcast in the Frank Charles Miller Amphitheatre, Charlton Campus and the Kemp Auditorium, King Campus with the presentations being held live in the Seminar Room at the West 5th Campus.

We hope to see you all there!

## Protect yourself against the flu - Get immunized!

St. Joseph's Influenza Clinics and Caravans – available for all of our staff, students, volunteers, physicians and contract workers – are scheduled to run after Thanksgiving.

Remember to please follow these tips to avoid influenza and reduce the spread of infection:

1. Wash your hands.
2. Get your yearly flu shot.
3. Cover your mouth and nose when you cough.
4. Don't share personal items.
5. Get enough rest, exercise and eat properly.

More info to come soon. Be sure to check MyStJoes regularly!

## Accreditation 2011:

# Safe, Kind, Effective Care

With our next Accreditation soon approaching, it is time to review what this process means to each and every one of us here at St. Joseph's Healthcare Hamilton. Understanding the significance of Accreditation is key to achieving the same success we did in 2008.

Accreditation Canada (AC) is an organization that develops a wide range of standards of care and service including clinical standards, ethics, emergency preparedness, infection control, building services and so on. A peer review process – slated for May 2011 – assesses how well we are meeting those standards.

What does quality care and service look like at SJHH? The Board of Trustees has said it means we provide **Safe, Kind, Effective Care**. While the clinical programs are key to this goal, there is no doubt we cannot achieve this without all the support services that contribute to safe environments, healthy staff, and fiscal viability...just to name a few. It is vital that all St. Joe's employees understand their responsibilities and contributions to the care and service we provide.

### ----- Online Self Assessment: Oct 18th – 31st -----

The first step in the Accreditation process is an online, organization wide, self-assessment. All employees are asked to complete both an online standards questionnaire and two culture surveys: Patient Safety and Worklife. Responses are completely anonymous. Those who complete the survey will be eligible for a Grand Prize Draw of a flat screen TV and some other great prizes!

In the next couple of weeks, Accreditation Team Leads will provide staff with the weblinks, login and password information needed to access the questionnaire and surveys. Desktop icons can be added to unit-based computers and additional computer kiosks will be set up in the library, cafeteria, and/or lobby at all Campuses.

The standards questionnaire is based on the standards for each program/service. Each question has three answer options to choose from. If you are unable to answer a particular question, please use the "can't rate" option rather than guess. A toolkit has been prepared to educate staff on the Accreditation process and the initiatives already underway. Look for the "Did You Know?" posters throughout the hospital. These posters reflect specific processes and improvements in your program/department.

The questionnaire will take approximately 20 to 30 minutes to complete and the two surveys should take approximately 20 minutes total. Please note that your questionnaire and survey responses cannot be saved to come back to later. So each one may require a separate sitting.

The results of this process will capture a vital perspective from frontline staff and will help us in our "Quest for Quality" as we use the results to plan improvements. The Accreditation Banners outside the entrance at each campus serve as a symbol of our commitment to patient safety and quality service.

Submitted by Ann Higgins  
Quality & Patient Safety Consultant, SJHH

## Preferred Proponent selected to design new West 5th Campus

St. Joe's and Infrastructure Ontario recently announced that *Plenary Health* has been selected as the preferred proponent to design, build, finance and maintain the new West 5th Campus project. As the preferred proponent, *Plenary Health* is in the process of negotiating a final contract with St. Joseph's Healthcare Hamilton and Infrastructure Ontario.

The new hospital will provide larger, state-of-the-art facilities in order to better support people and families struggling with mental illness and addiction.

Highlights of the redevelopment include:

- Approximately 800,000 square feet of new construction;
- Increased capacity of up to 305 inpatient beds and all associated support services;
- Expanded outpatient clinics for psychiatry, diagnostic imaging and medical services; and
- Innovative research and academic spaces.

The construction project will provide stimulus to the regional and Ontario economies by directly and indirectly creating and supporting thousands of jobs.

The design and construction of the new hospital will adhere to the guidelines and sustainability principles of the Leadership in Energy and Environmental Design (LEED®) rating system, with a goal of achieving LEED® Silver certification. LEED buildings focus on healthy indoor environments, reduced greenhouse gas emissions and efficient use of energy, water and other resources.

The selection of *Plenary Health* is the result of an extensive evaluation process that followed a request for proposals process that began in December 2009. The *Plenary Health* team includes:

Developer: *Plenary Group, Innisfree*

Design: *Cannon Design*

Construction: *PCL Construction Canada*

Facilities Management: *Honeywell*

Financial Advisor: *Royal Bank of Canada*

Following successful negotiations with *Plenary Health*, the project is expected to reach commercial close and financial close in December 2010, which will mean that relevant contracts have been signed, a financing rate has been set, the project's costs are finalized, and funds have been made available for the project.

Project costs will be announced publicly following financial close of the project and construction is expected to begin shortly thereafter.

Infrastructure Ontario and the Ministry of Health and Long-Term Care are currently working with us to develop the new hospital, which will remain publicly owned, publicly controlled and publicly accountable.

This is a significant step toward our goal to provide state-of-the-art care in an environment that reflects our vision for mental health and addiction care," says President Dr. David Higgins. "The new Campus will help cast mental health care in a different way. It will be modern, welcoming and part of a full service health care centre."

**Saturday, November 20th, 2010**

**Ticket are now available at the Hamilton Convention Centre Box Office  
101 York Blvd. or call (905)546-4085  
Mon. - Fri.: 9 a.m. to 5 p.m., Sat.: 9 a.m. to 1:30 p.m.**

**Cost: \$40.00 per person**

**Be sure to organize your table of 10 early!!**



## Healthy tips for your school-aged kids

A recent study published in the *Journal of Pediatrics* found that young children are less likely to become obese if their families practice these three routines:

- Hold regular family dinners (at least five times per week),
- Limit television/computer time (less than two hrs per day),
- Ensure adequate sleep (10½ hrs or more).

The study examined 8,550 four year-old children and those households that followed all of the above practises, had a 40 per cent lower rate of obesity. Several studies also showed that obese children have lower grades in math, reading, science and social studies.

With Fall now upon us, this is the perfect time to establish a good routine with your children. Start getting them to bed earlier so they get enough sleep. As the days grow colder and shorter, set up an after school schedule to avoid long periods of time in front of the TV or computer screen.

Be careful not to over schedule your child with many extra-curricular activities and sports. Although regular exercise is important to health, it should not replace other important factors to staying healthy – eating dinner with your family and getting enough sleep.





## Show your support! Register for Around the Bay Road Race today!

Attention St. Joe's staff! Show your support for the hospital by registering with St. Joseph's Healthcare Foundation to run or walk the *Around the Bay Road Race* on Sunday, March 27th, 2011.

Hamilton's Bay Race is the oldest race of its kind on the continent with the first run held in 1894 – three years before the Boston Marathon. Rich in tradition, the race has been won by the best from around the world, including many Boston Marathon champions and Olympic gold medalists. Become part of the continuing tradition by walking or running this challenging course around Hamilton's natural harbour while supporting St. Joseph's Healthcare Hamilton.

Here's how you can participate:

1. Register to run or walk the 5k at the special price of \$35 for St. Joe's staff only through St. Joseph's Healthcare Foundation. Call Janine at ext. 35976. To register online for the 30k or relays, visit [www.bayrace.com](http://www.bayrace.com) but be sure to indicate that you are a St. Joe's staff member.
2. Challenge yourself to raise a minimum of \$100 in pledges to support the hospital and pick up your free "I'm in! Are you?" Team St. Joe's T-shirt!
3. Once you are registered, you'll receive a link to your pledge page to email to friends and family. You can also collect pledges in person and drop them off at the Foundation office, 224 James St. South.
4. Raise a minimum of \$100 in pledges in support of the hospital and you will be eligible for some great fundraising prizes! Each dollar raised enables the hospital to purchase the most innovative equipment, enhance patient care, and fund critical medical research.

To learn more, or to make an online pledge in the name of your favourite Team St. Joe's runner, visit: [www.stjoesfoundation.ca](http://www.stjoesfoundation.ca) or [www.bayrace.com](http://www.bayrace.com).



### ***Holiday Matching Program - 2010***

*The Social Workers of St. Joseph's Healthcare Hamilton are once again sponsoring the Holiday Matching Program - November 1, 2010 to December 17, 2010. This program links our hospital departments with families in need during the Holiday Season. Names of individuals/families (with consent) are collected from the Social Workers of SJHH and given to a coordinator for matching purposes. Personal information is held in the strictest of confidence. Donations are then collected just before Christmas and delivered to the families in time for the holidays. The number of hospital departments that participated in 2009 was outstanding.*

*If you would like more information or if your department is interested in sponsoring a family for the Holiday Matching Program this year, please forward TWO CONTACT NAMES with phone extensions, and the size of family that your department could accommodate by November 8, 2010 to:*

*Lyn Roberts, Holiday Matching Program Coordinator at (fax) 905-521 6093, Ext. 33222 or through email at [linda-r@mountaincable.net](mailto:linda-r@mountaincable.net)*

### **Remember to please make way for our patients & visitors**

St. Joseph's Healthcare Hamilton is committed to providing a healthy, tobacco-free environment for patients, staff, volunteers, and visitors. As a Smoke-Free organization, tobacco use is strictly prohibited on hospital property. **We kindly ask that you please refrain from smoking on the sidewalks in front of our main entrances as we have received numerous complaints from our patients, particularly those with appointments at our Firestone Institute of Respiratory Health.**

For more information, we invite you to contact our Security Department at 905-522-1155, ext. 33280.

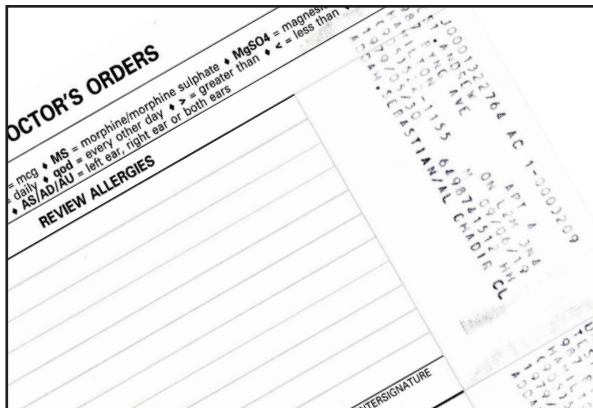
We thank you for your co-operation in this very important matter.

## New identification process to ensure greater efficiency and patient safety

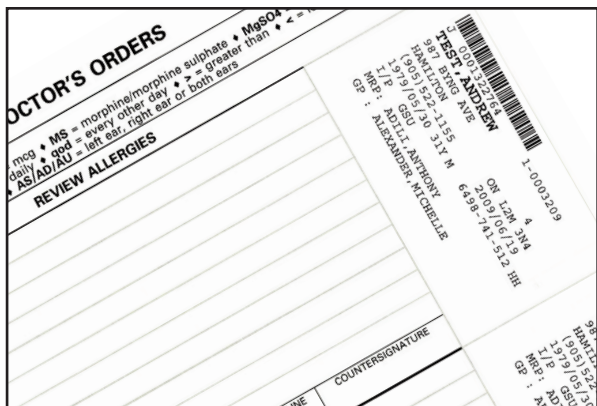
After years of use, all Bradma machines have now been replaced by Patient Identification Label machines. The primary goal of this change is to improve patient safety by providing standardized, legible labels used on all patient care documents.

Positive benefits have been seen in both clinical practice and in terms of workload and streamlined process. For example, the pharmacy and lab will now spend less time trying to clarify orders; nurses and social workers will no longer have to hand write patient identification information on CCAC referral forms at discharge; staff will no longer have to “hunt” for another Bradma machine when one breaks down and physician information will now be more consistent across programs.

Other benefits of the new patient identification labels include cost benefits over maintaining the Bradma system, and the labels provide the first step in moving towards future barcode technology, for example, scanning for glucometer testing and computerized medication administration.



**Bradma label**



**New patient identification label**

process change of this magnitude can often be daunting and fraught with resistance, the benefits have been so well recognized that programs are literally clambering to be next in line! The next phase of implementation begins soon and will involve standardizing other labels currently in use.

Stay tuned....they're coming to your area soon!

Submitted by Yelena Potts  
Patient Safety Facilitator, QPPIP, SJHH

## President's Message

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that all staff know how to respond to a difficult situation. To ensure patient and staff quality and safety, St. Joe's emergency preparedness plans, policies and procedures have been updated and revised to reflect current provincial standards. This includes the standardization of hospital emergency colour codes. To ensure staff is aware of these procedures, this information has been posted on MyStJoes and will be available at the new Emergency Preparedness Stations. These stations will further educate on the Emergency Preparedness process. I encourage all staff to review the various hospital emergency colour codes and study the procedures posted on MyStJoes. Familiarity with these processes will enhance safety and quality for our patients and staff.

The St. Joe's United Way Team has once again commenced its annual campaign. The campaign concludes on October 31st and has set a \$40,000 fundraising goal. As is the case each year, the team has chosen a focus and this year will identify opportunities to contribute to the Hamilton-Burlington mental health population. Each year, St. Joe's is a tremendous supporter of the United Way and has helped support 137 programs and services delivered by 75 agencies in Burlington and Greater Hamilton. I recognize that the economic environment is a challenge for all but even more so to those disadvantaged by frailty, illness, poverty or isolation.

Finally, with the onset of the viral season, our vigilance for hand hygiene and reducing infection risk to our patient and colleagues needs to remain high. Please encourage and remind colleagues and visitors to clean their hands and obey the instructions for isolation.

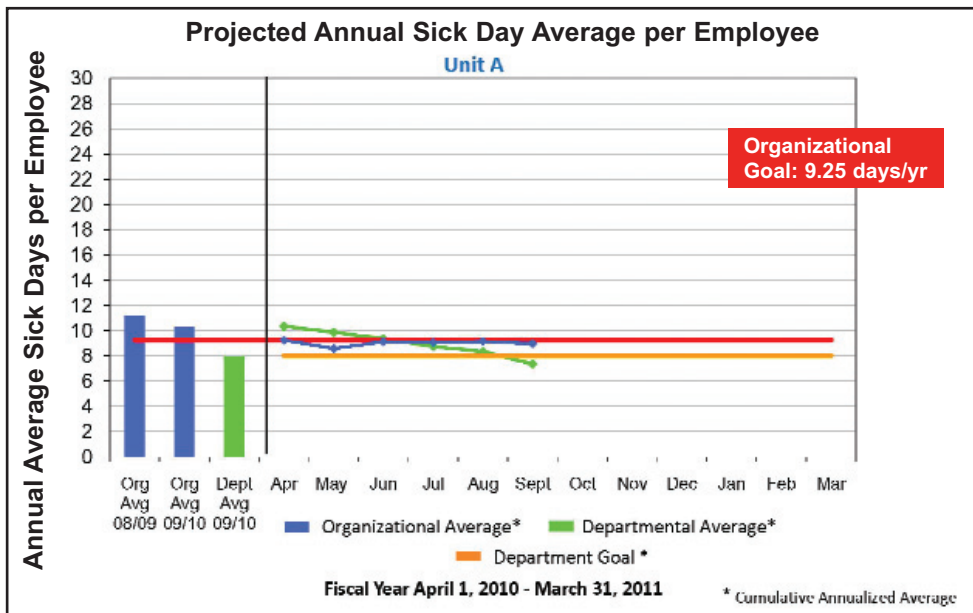
I am continuing to visit our units to get a better appreciation of the work you do and look forward to meeting some of you in your workplace in the future. I have already visited the Sterile Processing Department, Women's and Men's Addiction Services and have done safety walkabouts in the OR, East Region Mental Health Services, Intensive Care Unit, King Campus Dialysis, Emergency Room and plan to visit other programs and services on a weekly basis where possible.

**Dr. David Higgins**  
**President - St. Joseph's Healthcare Hamilton**



# Creating a Culture of Attendance

Dedicated to reducing Sick Time through Attendance Management Program



## Have you seen this graph?

Each department receives information regarding their sick time statistics on a monthly basis. This graph is posted in each department so that you can see how your department is doing against the St. Joe's goal of 9.25 days. If you haven't seen the graph for your department, please speak with your manager.

## Ceremony to be held in recognition of 25 years of dedicated service

We are fortunate to have a dedicated group of employees contributing many years of their work lives to St. Joe's. Long service commitment is the kind of dedication that has enabled our hospital to provide exemplary patient care to our community. We would like to recognize the service and efforts of all employees who have served St. Joe's and our community for 25 years or more. To celebrate this accomplishment, invitations have been sent out to all Quarter Century Club members to join the Executive Team, colleagues, and Dr. David Higgins for some food and socialization.

The reception will be held at Carmen's Banquet Centre on November 3rd between 5:00 p.m. and 7:00 p.m.

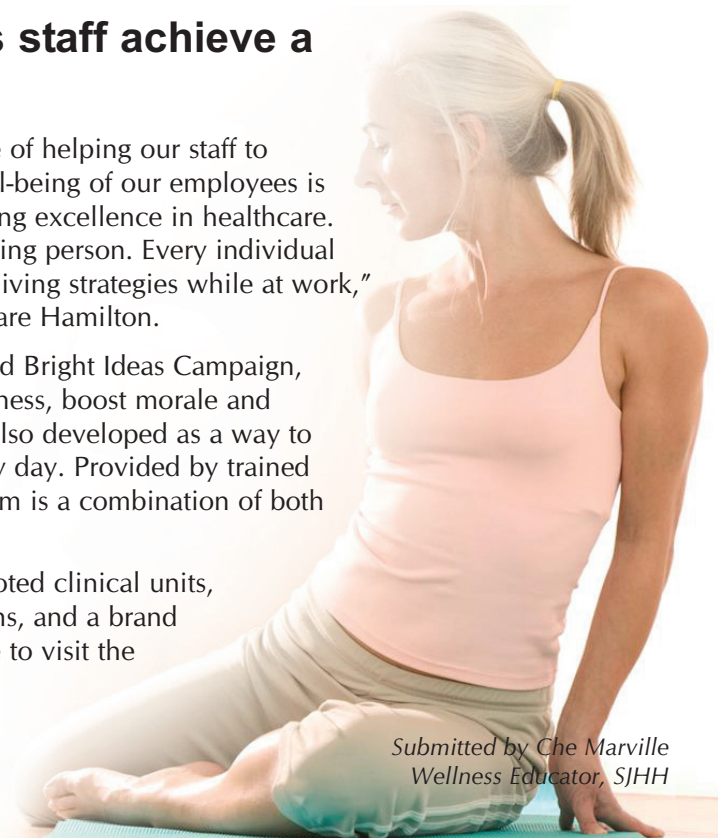
Please note that we will also be holding a Long Service Reception at each of our Campuses in Nov/Dec. Details will be available soon on MyStJoes.

## New Wellness Program to help St. Joe's staff achieve a healthier work-life balance

The St. Joseph's Healthcare Leadership Team understands the value of helping our staff to improve their health while at work because they know that the well-being of our employees is of critical importance to delivering compassionate care and achieving excellence in healthcare. "Wellness is about focusing on the whole person, not just the working person. Every individual is accountable for their health but St. Joseph's can support healthy living strategies while at work," says Emma Pavlov, VP of Human Resources at St. Joseph's Healthcare Hamilton.

As a result of feedback from the hospital's recent Culture Survey and Bright Ideas Campaign, the HR team piloted a Wellness Program as a way to promote wellness, boost morale and ultimately help staff to achieve a healthy work-life balance. It was also developed as a way to recognize staff and thank them for the work they do each and every day. Provided by trained and certified health and wellness practitioners, the Wellness Program is a combination of both physical and stress reduction exercises provided free of charge.

The HR Department is now expanding the program beyond the piloted clinical units, which will now include onsite stretch classes, wellness presentations, and a brand new Wellness webpage for easy staff access. For more info, be sure to visit the HR webpage on MyStJoes.



Submitted by Che Marville  
Wellness Educator, SJHH

## Stations to promote a culture of Emergency Preparedness at St. Joe's

We are committed to ensuring the health and safety of all patients, visitors and staff. As part of this commitment, the hospital emergency preparedness plans including policies and procedures have been updated and revised to reflect current standards. Further to this, the hospital aligned with the Ontario Hospital Association's recommendation to adopt and implement the standardization of hospital emergency colour codes.



The adoption and implementation of the standardized OHA Emergency Colour Codes is a critical component to the Emergency Preparedness (EP) Program. However, to ensure safe, effective and efficient responses to these codes, it is vital that all staff have a clear understanding of their responsibilities during an emergency code or any emergency response.

To facilitate easy access and an understanding of emergency preparedness procedures, the EP Committee has created the Emergency Preparedness Stations which will store quick reference guides for each of the emergency colour codes (this will be known as the Code Kardex). Other tools include a Code Captain Emergency Vest for easy identification of the Code Captain; "Room Checked" door hangers to identify rooms that have been checked as per the Code Amber, Black, Green, Red and Yellow policies. Additionally the EP Stations will display the standardized SJHH Code Red response algorithm and a supporting floor plan that will identify the various fire zones for the safe use of appropriate evacuation routes. One hundred EP Stations in total have been built for the clinical areas at all Campuses.

If you have any questions regarding Emergency Preparedness, please contact Stephanie Trowbridge, Emergency Preparedness Manager at ext. 35866.

*Submitted by Stephanie Trowbridge  
Emergency Preparedness Manager, SJHH*

## Living the Mission

To whom it may concern,

*I had a baby on March 2nd at St. Joseph's Healthcare Hamilton and couldn't have had better care. Your staff and physicians were so kind, compassionate and skilled and I feel very blessed to have been a patient at your hospital.*

*I had a scheduled C-section with Dr. Small and he was wonderful. Even though I had a lot of needs while I was his patient, he was always kind, warm and patient. My husband and I were absolutely thrilled I had such a wonderful doctor! We are going to make a donation to the Foundation in his honour but the care he gave me was priceless and we are so fortunate to have him in our community.*

*The nurses in the maternity ward were wonderfully kind to me and my son. They all work so hard and are such a great team, I was quite impressed with them and how hard they all work! They are all such experts in their field and were able to provide me with a lot of valuable information.*

*I am also thankful for the care I had from Dr. Frey and Dawn Gore from the Women's Health Concerns Clinic, both during my pregnancy and after delivery. They even came to see me while I was a maternity ward patient and provided me with treatment.*

*Your healthcare providers are absolutely wonderful and I am grateful to have been a patient at St. Joseph's Healthcare.*

*Sincerely,  
Sarah Lampson*



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

Come by and visit us in  
Room G1104 or call ext 32910  
Fax 905-308-7224

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

## Payday Payouts Staff Lottery

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 St. Joseph's Healthcare Hamilton.

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**Winner:** Heather Connors  
**Department:** Speech/Language Path.  
**Draw Date:** August 5th, 2010  
**Prize Amount:** \$5,449.50

**Winner:** Christine Joncas  
**Department:** ACTT  
**Draw Date:** August 20th, 2010  
**Prize Amount:** \$5,488.50

**Winner:** Paula Eyles  
**Department:** Nursing Education  
**Draw Date:** September 3rd, 2010  
**Prize Amount:** \$5,502.00

**Winner:** Jane Weusten  
**Department:** Kidney Function Program  
**Draw Date:** September 17th, 2010  
**Prize Amount:** \$5,548.50

**Winner:** J. Anne MacPherson  
**Department:** Forensics Outpatient Program  
**Draw Date:** September 30th, 2010  
**Prize Amount:** \$5,605.50

For more information on the Payday Payouts or to register, contact St. Joe's Foundation at (905) 521-6036.

## 2010 United Way Campaign needs your help!

Dear Colleagues,



The SJHH United Way Campaign is a very important initiative for our organization and most importantly, for our community. The United Way funds programs in over 70 agencies in our community and without our help, this would not be possible.

Our goal for the campaign this year is \$40,000. This is an attainable goal as we managed to raise over \$36,000 last year. We are seeking volunteers who would be willing to distribute pledge forms to all of the folks in their area and encourage participation in the campaign. We know that a personal invitation from a colleague is a much more effective tool in fundraising than simply leaving the forms out for people to see and hoping they will pick one up.

The SJHH United Way Committee is available at any time to speak to staff with questions or to provide information with regards to the needs in our community and how far their donations will go. If your staff is gathering for any reason and you would like one of us to come and speak, please let me know.

Please take the time to consider whether you can help with our campaign. With the advent of our e-Payroll program, we can no longer distribute pledge forms with paystubs and therefore, we need to ensure that everyone has an opportunity to contribute if they wish through a more personal method.

If you would like to hear more, or if you think you can help, please contact Wendy Smith in Food Services at the West 5th Campus, ext. 35583.

Sincerely,

*Wendy Smith*

Employee Co-chair - SJHH United Way Campaign 2010

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Leadership Development programs for Charge Nurses, Managers, Employee Program, Bright Ideas Campaign, as well as community support initiatives such as the Haiti Relief Telethon.

Many thanks to the great leadership of our HR team and to all of you for working with us to make St. Joe's a

great place to work. With this achievement, we are committed to continuing our efforts to further improve our organization so that we can attract and retain the best people because SJHH is a great place to work, learn and make your career.

Dr. David Higgins

# 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 prior.

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