

July 2011

President's Message



By the time you read this latest issue of *Connections*, we will be well into the summer months at St. Joe's. Along with the good weather and sunshine, we at St. Joe's have many new and exciting initiatives, updates and events taking place at our three campuses.

In early June of this year, St. Joseph's Foundation launched its exciting 'Timeless Care, Tomorrow's Discoveries' Campaign in support of the hospital. The campaign goal is the most ambitious appeal in our history, with an objective of raising \$75 million in support of our Surgical Centre redevelopment, our West 5th Campus redevelopment, 'supercharging' our Research and on emerging opportunities. I would like to make a 'call to action' to all St. Joe's staff to familiarize yourself with the campaign and help us to achieve our goal by becoming ambassadors of our hospital and the 'Timeless Care, Tomorrow's Discoveries' Campaign in the community.

On June 8th, our West 5th and Charlton Campuses both experienced an unexpected loss of power, resulting in a Code Grey at both campuses. While both situations are in the process of being resolved, this situation exposes the interdependencies within the hospital's clinical areas and key support services. As we continue to resolve these issues, the need for vigilance is imperative. I thank you for your cooperation during this time and I

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Charles and Margaret Juravinski announce \$10 million pacesetting gift

St. Joseph's Healthcare Hamilton is in full campaign swing. Just weeks after the Family Campaign was launched during the annual *Salute to Staff* event, the largest fundraising campaign in the 121-year history of the Hospital was announced to the community.

Through Timeless Care, Tomorrow's Discoveries – The Campaign for St. Joseph's Healthcare, \$75 million will be raised to support three vital projects at the Hospital: the renewal of St. Joseph's Charlton Campus operating rooms; the construction of a new integrated mental health and medical care facility at the West 5th Campus; and the funding of vital healthcare research at St. Joe's.

At the June 7th launch event, St. Joseph's Foundation President and CEO, Sera Filice-Armenio, together with an impressive campaign cabinet of volunteers and donors, announced that more than \$50 million has already been raised. The \$50 million represents an impressive 66 per cent of the total campaign goal.

"During the early years of this campaign, we were fortunate to receive tremendous support from many generous donors in the community and from our own St. Joseph's family," she said. "The remarkable gifts made to the campaign thus far are a strong testament to how much St. Joseph's means to our community, and how deeply our donors believe in the compassionate care and cutting edge research our hospital has delivered for so long."

No strangers to healthcare philanthropy in Hamilton, Charles and Margaret Juravinski joined the growing list of campaign donors by announcing a \$10 million pacesetting gift – the largest gift ever made to the Foundation.

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St. Joe's family loses a beloved Respirologist



St. Joseph's Healthcare lost a dedicated colleague and respirologist, Dr. Freddy Hargreave, who passed away on June 15th at the age of 72.

One of the founding members of the Firestone Institute for Respiratory Health, Dr. Hargreave began his medical training at the University of Leeds, England before coming to Hamilton in 1969. He dedicated much of his career to studying asthma and developed the methacholine challenge test to help diagnose the disease - a test that is now used worldwide. In addition, he also developed the sputum induction, a widely used test to determine inflammation.

"Dr. Hargreave was truly one of the giants of respiratory medicine over the last 40 years and helped change our thinking about the treatment of serious diseases like asthma, chest infections and COPD," said Dr. David Higgins, President. "In doing so, he hugely improved the care of patients throughout the world and his work improved many lives. He taught many students and fellows from many different countries - many of whom returned home and became internationally recognized in their own right. He made our hospital world famous - but more importantly, he lived the Mission every single minute in his work. He cared for individual patients in an exemplary manner with unfailing courtesy, dedication, humility, kindness and, most particularly, in bringing the challenges they faced each day to the research community to find better ways of relieving their suffering."

Dr. Hargreave will be missed by his many colleagues, past and present, from Firestone, St. Joe's and the Hamilton medical community.

Ensuring only the very best for our patients

Dedicated to providing compassionate, sensitive care to our patients and families, St. Joseph's Healthcare has developed a *Patient Declaration of Values* document in collaboration with our patients and family members. A mandatory requirement under the *Excellent Care for All Act*, the aim of this legislation is to foster a culture of continuous quality improvement where the needs of patients come first. The purpose of the *Patient Declaration of Values* is to help hospitals continue to put patients first and move toward patient-centred care by clarifying what patients can expect from their healthcare organizations.

You will find the document is included in this issue of *Connections* and can be found on our website, www.stjoes.ca under Patient Relations and Bill 46 - Quality Plan quick links. Copies will also soon be available throughout the hospital and posted in various areas throughout all three campuses.

If you have any questions regarding the *Patient Declaration of Values*, please contact Laura Wheatley, Senior Manager Clinical Planning & Development at lwheatle@stjoes.ca or ext. 33275.

Hospital hires new lead for Hand Hygiene

The Infection Prevention & Control (IPAC) Team and the Hand Hygiene Committee would like to extend a warm welcome to the recently appointed Hand Hygiene Coordinator, Dana Stallard. She comes to us from the Central South Infection Control Network where she was a hand hygiene coach supporting long-term care homes in building their hand hygiene programs. As the Hand Hygiene Coordinator, Dana will be conducting hand hygiene audits on a routine basis using a handheld automated auditing system. Hand hygiene compliance rates will be reviewed and reported monthly and more frequently if required. These audits will also continue to be reported annually to the Ministry of Health and Long-Term Care.

In 2010 SJHH's hand hygiene compliance rates were the 6th highest in the province. Let's be number one in 2011! Dana and the rest of the IPAC team will support areas requiring assistance to improve their compliance rates. Our vision is to increase and sustain hand hygiene compliance rates with all staff. We are witnessing hand hygiene occurring like second nature during the "4 Moments" with so many of our staff and will work with you to make this so for everyone at St. Joe's. Engaging patients and visitors in hand hygiene is also extremely important and work in this area of the hand hygiene program will begin in earnest this year. Dana can be contacted at ext. 33385.



Nurse Manager - 3 Obstetrics

A warm welcome to Louena MacInnis who has taken the role of Nurse Manager of 3 Obstetrics in the Women's & Infant's Program. A graduate of Ryerson Polytechnical University, Louena brings many years of Maternal Child nursing and management experience. Her commitment to continuing education includes intensive clinical as well as management certifications across a broad spectrum of healthcare programs. Her extensive work as Chair and co-chair of committees, conferences and workshops speaks to her strong organizational skills and team-focused approach to delivering quality patient care.

Manager - Medical Step Down, Cardiac Care Unit

Many thanks to Angela Coxe for assuming the leadership of our Medical Step Down - Cardiac Care Unit. Angela has been Manager and Professional Practice Lead for the Respiratory Therapy Services at St. Joe's since 2008 and from 2006-2008, was the Clinical Coordinator for the Respiratory Therapy Services. Previous to this, Angela has held positions at Credit Valley, Joseph Brant Memorial and Grove Memorial Hospitals as a Respiratory Therapist.

Angela most recently was asked to assume leadership for the 7MSK team during a search for a new manager in that area. Angela led the team through the C-difficile outbreak and worked on improving process for safe effective patient care. She had the opportunity to work with staff to improve processes for patient flow during the outbreak.

As a recent grad from the McMaster University DeGroote School of Business, with a Masters in Business Administration, Angela combines her awareness of Professional Practice and Business Planning to improve the delivery of patient care. She has a keen interest in improving the work life of staff and working with staff to understand how to deliver timely care to patients within a safe and supportive environment.

Do you have an appointment to share?

Send it to us and we'll publish it and/or post it on **MyStJoes** if space permits.

Presenting...The newest members of St. Joe's Quarter Century Club!



A spectacular event was held on June 8th, 2011 to honour our St. Joseph's employees celebrating 25 years of service to the hospital. The dinner, held at Carmen's Banquet Centre, was well attended. Entertainment included a Cirque de Soleil-type aerial ribbon routine and a special video highlighting the year 1985 which proved to bring back a lot of memories! A special time indeed, for the newest members of our Quarter Century Club (above).

Thank you for your hard work and dedication to St. Joe's!

Maintenance/Update time for our website

www.stjoes.ca

To help ensure our community and patients receive the most up-to-date and correct information about our services and programs here at St. Joe's, we ask that each department and program take responsibility in assisting to ensure all website content is up-to-date. A thorough maintenance process is scheduled to be completed throughout the summer months.

"Maintenance/Update" is defined as keeping the external website content current. It is not intended to be a "redesign" or "revamp".

For content updates, please contact lwhelan@stjoes.ca. A maintenance form will be sent to you for completion.

For more info, please contact ext. 33408.

Body Watch

Submitted by the Dietitians at St. Joe's



Fatty acids your body loves!

The term “fat” has always had a bad connotation, but in fact our bodies can't live without it! Fats are an important part of a healthy diet because they provide our bodies with essential fatty acids, keep our skin soft, deliver fat-soluble vitamins and are great sources of energizing fuel! Eating well with Canada's Food Guide recommends that adults get 2-3 tbsp of unsaturated fat in our diets daily.

In particular, one unsaturated fat that we should pay more attention to are Omega-3 fatty acids because our bodies cannot make them. Therefore, it's crucial that we consume them through food. There are three types of Omega-3 fatty acids:

1. Alpha-linolenic acid (ALA)
2. Docosahexaenoic acid (DHA)
3. Eicosapentanoic acid (EPA).

ALA can be changed in the body to DHA and EPA, but this process is very limited in human bodies with a conversion rate of less than 1%. Omega-3 fatty acids have been clinically shown to reduce risks of heart disease, improve immune system and may protect against some types of cancer.

Health Canada recommends adults to get 1.1-1.6 grams of ALA each day and to aim for at least 2 servings of fish per week, which provides about 0.3-0.45 grams of EPA and DHA. If you don't eat fish, then other ways to get EPA and DHA are from DHA fortified milk and DHA fortified yogurt, algal oil supplements, fish oil supplements and foods enriched with fish oil. Remember, that a product is not necessarily healthy just because it contains Omega-3. Always double-check and look at the Nutrition Facts Table to ensure that the product is not too high in sodium, saturated fat, or sugar.



And it seems like only yesterday...

A celebration was in order for our King Campus on June 1st as it celebrated its 20th anniversary. The King Campus, formerly the St. Joseph's Community Health Centre, first opened its doors in 1991. Two decades of providing care to our community, what an achievement! Pictured on left is Johan Gray, Volunteer and Angelo Agro from Building Services - both of whom have been part of the King Campus since it first opened in 1991.

New process underway to ensure ultimate password security

Over the next several months, St. Joseph's Healthcare will be introducing Password Aging to the network logins as we have in place for the Clinical Systems. This means the password that is entered when you log into your PC or check your email will be required to change on a regular basis, every 90 days.



- We are reviewing the impact this will have on all password protected applications at St. Joseph's Healthcare and will incorporate that information in our plan for a transparent change.
- Windows Password Aging initiative will be phased in over the next 10 months with a completion date of March 31, 2012.
- Watch for more communications about the rollout plan and password requirements in *Connections* and *MyStJoels*.
- Once the rollout begins, our trained Helpdesk staff will be able to assist you with changing your password and any other questions you might have.
- Password security and network security are essential to healthcare in order to maintain privacy for our patients and the care that they receive.

Did You Know?

Hand Hygiene is the most effective way to prevent infections!



West 5th Campus Update

Laying the Foundations

It's a very exciting time at West 5th with PCL's team working in full-force on our construction site. To the staff, it feels like there are changes happening almost every day! By the end of June, all five cranes were onsite and they will be a fixture of our landscape for the next three years. PCL is currently working on the excavation and installation of underground site services, including mechanical, electrical and sewer as well as building the caisson and concrete foundations. Caissons are used to create the structural supports for the building and are a mix of concrete and reinforced steel that is drilled through soil and rock to a predetermined depth. The site is fascinating to see, with most of the materials used to build the new campus fabricated right on site and then transported into place with cranes. The record rainfalls in May and June slowed PCL's progress goals for construction – check out the picture above to see the huge puddles of water that were all around the site.

PCL is continuing to work on the new Fennell entrance and roadway, which should be open in the coming weeks, as well as the new garage which will be used for Transportation Services once the new building is ready in 2014. Over the next three years, the garage will be used to build and display mock-ups. These mock-ups help staff understand and decide upon the design and may include bedrooms, signage, doors, lighting, wall colours and many more items. User groups and staff members will be invited to come see the mock-ups, so be sure to watch for more information in the coming months.

The many staff members who participate in user group meetings celebrated a major design milestone on June 24th, in which the architect team submitted their 100% design development drawings to the hospital for review. These drawings will be analyzed and sent back to Plenary for final revisions. In the coming months, user groups will focus on interior design, signage and wayfinding, information and communication technology, audio visual and security details. Thank you to these dedicated individuals for all of their assistance in making our new facility the best it can be.

Photo:

Aerial view of the construction site showing the puddles accumulated from record rainfalls.

*Submitted by Janelle Eade
Redevelopment Communications Specialist, SJHH*

President's Message

Cont'd from Pg. 1

will keep you posted as new information becomes available.

On a final note, I encourage you to keep in touch with the St. Joe's Senior Leadership Team through various new interactive means of communication. The new Staff Forums which began last month at our King Campus are an opportunity for all staff to receive updates on initiatives at St. Joes and also take part in a question and answer session with the St. Joe's Leadership Team. As well, the interactive *Ask David and Leadership Team* portal can now be found on the MyStJoes intranet site. This site is based on the highly successful *Ask Emma* site and now has been expanded to include the entire Senior Leadership Team.

I wish you all the best and have a relaxing and safe summer.

*Dr. David Higgins
President*

St. Joseph's Healthcare Hamilton



Starry Night

**Saturday, November 26th, 2011
Hamilton Convention Centre**

Look for launch information at the Summer Sizzler BBQ

West 5th Campus

August 17th - 11:30am to 1:30pm

King Campus

August 24th - 11:30am to 2:30pm

*Information to be available at Charlton
Campus in September.*

Special 10th Anniversary Gifts
More info to come soon!

Sometimes two is better than one - when it comes to combining careers to benefit patients

Combining two complementary careers, artist and occupational therapist (OT), is what's worked for St. Joseph's own Janice Jackson. "The balance for me is working with the public and then retiring to a quieter space to follow my own pursuits. I am able to blend the two fields, creating a series of interactive murals geared to people who live in institutions due to dementias or other conditions. The challenge is to find purposeful, safe activities for them."



"I developed an adapted painting process so people could express themselves with painting and feel the accomplishment of working on their own part of the mural. I begin with a fairly realistic mural scene, painted where residents can access it. We set up classes with good lighting, recruit extra staff to help and use a lot of contrast on the work surfaces, so people with perceptual difficulties can see what they are doing. We guide them a bit, and before you know it, they're painting. They paint wooden disks with Velcro on the back. Within the design of the mural, there are Velcro pieces that resemble fruit pods, flower heads or shoulder spots on birds, where the finished disks can be attached."

"While we are creating the mural, it's interactive because the residents are creating their own pieces. Afterwards, it can become a therapeutic activity when residents take the pieces off and move them around. They are making choices. If the mural is on a wall with a hand rail, physiotherapists can use it to help people improve their standing and reaching abilities. For a person in a wheelchair, reaching the pieces helps them expand their lungs. It's up to the facility and clients to make the best use of it".



"The emphasis is on painting and socializing; the clients are encouraged to reflect on any associations. We do the mural together. It's been very rewarding."

"What I think is important is growing, creating, and exploring—it's a life-long thing." Jackson intends to develop the mural projects further, to help people and bring beauty to the environment.

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



St. Joe's Research Nurse wins National Award

Congratulations to Terri Schnurr who received the prestigious "Paula Jones-Wright Scholarship" award from the Canadian Chapter of the Association of Clinical Research Professionals while attending their recent annual conference in Seattle. Terri performs clinical research trials in Thromboembolism working with Drs. Mark Crowther and Jim Douketis. Her colleague, Sandra Messier, nominated Terri in recognition of her dedication to patients, her mentoring of "newbie" research coordinators and her promotion of professional development amongst her research peers. It is through her leadership of the Clinical Research Network (CR Net) that Terri is able to accomplish her goal to continue to provide educational opportunities for those working in Clinical Research. The CR Net is a grassroots organization, by and for clinical research personnel at St. Joe's that meets monthly to discuss research-related topics. Terri is an inspiration to the research community. Congratulations, Terri!

*Submitted by MaryJane Sayles,
Research Officer, Research Administration, SJHH*



The Juravinskis are also serving as honorary co-chairs of the campaign's volunteer cabinet, which is a veritable who's-who of Hamilton. Of the \$10 million gift, \$7 million will flow directly to the priority projects currently underway, while \$3 million will be reserved for a community matching initiative.

"We want to ensure people know that you don't have to have millions of dollars to make a difference. That's why we've decided to do something that will hopefully inspire everyone to support St.

Joe's," Margaret said referring to the fact that she and Charles have committed to matching, dollar-for-dollar, all new donations to St. Joseph's Healthcare Foundation. Charles added, "Put in your money, we'll put a dollar in with you – doubling your contribution to healthcare at St. Joe's. I will tell you, there is no greater feeling of fulfillment. Try it, you'll like it."

St. Joseph's Healthcare President, Dr. David Higgins concurs with Charles. He conveyed the tangible difference donations from the private community can make to the Hospital. "Each and every day, when I walk through the Juravinski Innovation Tower, or when I treat patients in the Firestone Institute for Respiratory Health, I am struck by how fortunate we are to have such generous friends in the community," he said. "The donations we receive through the work of our Foundation are essential to the care we deliver every day. They are the magic that can take our campuses, our care facilities, our groundbreaking research and our medical equipment from excellent to extraordinary."

To learn more how you can support Timeless Care, Tomorrow's Discoveries – The Campaign for St. Joseph's Healthcare, please visit www.stjoesfoundation.ca.

Photos:
Page 1 - On June 7, 2011, cabinet members for Timeless Care, Tomorrow's Discoveries – The Campaign for St. Joseph's Healthcare revealed the tally raised to date - \$50,250,000!

Above: Charles and Margaret Juravinski, honorary campaign co-chairs for Timeless Care, Tomorrow's Discoveries – The Campaign for St. Joseph's Healthcare, announce their \$10 million pacesetter gift to St. Joe's. Of the \$10 million, \$3 million is for a community match program meaning the Juravinski's will match, dollar-for-dollar, all new gifts to St. Joe's.

Staff can DOUBLE their donation too!

The matching program established by Charles and Margaret Juravinski isn't just for the community - it's for our staff too! For a limited time, when members of the St. Joseph's Healthcare 'family' make a gift to support the Timeless Care, Tomorrow's Discoveries campaign, it too, will be matched dollar-for-dollar!

Giving to the campaign is quick and easy. You can choose to make a one-time gift, or you can sign up for payroll deduction. By giving just a few dollars per paycheque, you can make a real difference in the lives of patients at the Hospital.

If that's not inspiration enough, if you pledge your support prior to August 31, 2011, you'll be entered into a draw to win an iPod shuffle!

Every gift matters and every dollar counts... twice! So whether you choose to give \$30 or \$250, please know that you're helping to make a great hospital even better!



For full contest details or to make your donation, please visit:

www.stjoesfoundation.ca/familycampaign

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**REWARD
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5 YEAR
VARIABLE
CLOSED**

* Some conditions apply. Rates are subject to change at any time without notice. Subject to credit approval.



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Room G1104 or call ext 32910
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

www.hmecu.com

Payday Payouts Lottery

Winners!

Winner: Margaret Fisher
Department: Clinical Informatics
Draw Date: June 9th, 2011
Prize Amount: \$6,061.50

Winner: Richard Gregoire
Department: Laundry and Linens
Draw Date: June 23rd, 2011
Prize Amount: \$6,096.00

We regret to inform you that tickets for the Payday Payout Lottery are virtually sold out. However, tickets do become available when players who are currently enrolled drop out, or go on extended leave from the Hospital.

You may submit your application and new requests will be handled on a first come, first served basis.

Summer Sizzler
2011

Mark Your Calendars!

Charlton Campus
August 10th 11:30am to 2:30pm

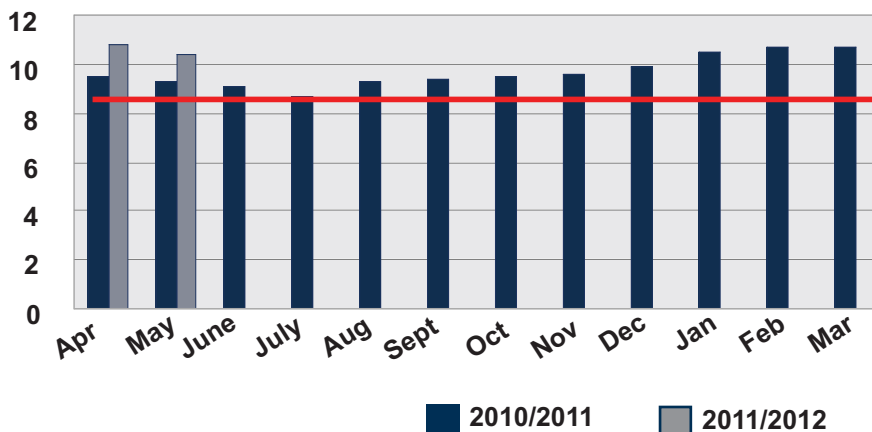
West 5th Campus
August 17th 11:30am to 1:30pm

King Campus
August 24th 11:30am to 2:30pm

Be sure not to miss it!

Creating a Culture of Attendance @ St. Joe's

Average Sick Days Per Employee - Fiscal 2010/11 Compared to 2011/12



Based on the first two months of the current fiscal year, by the end of May our annual average sick day indicator is projecting that employees are taking about 10.35 sick days per year. This average is 10% higher than what the organization was projecting at the same point last year.

The total sick hours over the month of May decreased by 3% compared to hours in April, which explains the decrease in the annual average from 10.82 days to 10.35 days. The **organizational target of 9.25 days** was missed last year by 1.63 days per employee. Our goal for this fiscal will remain at 9.25 days and we hope to continue to see trends of decreased sick hours over the approaching months until the end of the year.

Let's do our part to preserve our planet!

Are you interested in receiving *Connections* by email? Sign up today to get next month's issue delivered directly to your mailbox! Your electronic mailbox that is!

Email kdebreau@stjoes.ca to get your name on the list today.



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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