

# connections

The hospital's **Medical Device Reprocessing Department** is proud to have recently launched a brand new electronic processing program that will significantly improve patient safety, quality and department efficiency.



## New Scanning Technology Improves Patient Safety

At St. Joseph's Healthcare Hamilton, patient safety is a strategic priority. One of our primary goals is to create a culture that values patient safety and integrates patient protection into every aspect of the care we deliver – and while people are well aware of the efforts at the bedside to improve safety and quality of care, what happens behind the scenes is equally important – and often the starting point to ensure the safest environment possible for patient care.

With that philosophy in mind, and with a spirit to transform the way they work, the team in the Medical Device Reprocessing (MDR) Department began evaluating how equipment used in medical and surgical procedures was being managed, and assessing current processes to determine where improvements could be made. After a tremendous amount of work, the team

launched a streamlined instrumentation sterilization system that uses barcode scanning technology to significantly improve efficiencies within the department, ultimately helping our organization to achieve its goal of providing the highest quality of healthcare in the safest and healthiest environment.

**A 24/7 operation, the St. Joe's MDR Department and its team of 60, is responsible for the decontamination, packaging, sterilization and subsequent delivery of over 25,000 instruments annually.**

"Prior to launch of the barcode system, there was no efficient way to accurately track where any medical or surgical instrument was during the sterilization process or where it was located within the hospital", says Milan Kanlic, Manager of MDR. "Problems would arise in instances where the recall of instruments was necessary due to events

which could compromise sterility, and consequently patient safety. Though the items would be located, it wasn't without a tedious

*Continued on Page 6: Improving Patient Safety*



### From St. Joe's Hamilton (@STJOESHAMILTON)

Have you seen our Foundation's list of Miracle Workers? Amazing staff nominated by patients with a gift of support <http://stjoesfoundation.ca/miracle-workers>

5 July 2013

### Inside this Issue...

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## President's Message

We are in an era of significant change in healthcare. While change can be challenging and difficult, it is also an opportunity to provide leadership and help shape the future of healthcare. In doing so, we have been guided by our patients and their families who are now assisting us at many levels in the organization.

For the past year, we have asked our staff – from the front lines to senior management – to challenge the way that we think and the traditional manner in which we problem-solve to dramatically improve our patient and visitors' experiences. We will need bold solutions to help solve the challenges before us. I have seen many examples over the past year how our staff have really made a difference for patients, and for themselves and their colleagues by helping implement great ideas. Some exceptional examples include: the work staff have done in the OR to improve start time; the work in the Releasing Time to Care units; the work the staff have done in DI to improve patient access and flow; the work in Materials Management to deliver supplies efficiently; the work in MDR to improve processing of vital equipment and the work the staff in ED have done to provide rapid access for patients. These are only some of the "revolutionary" ideas our organization has seen. What characterizes each of these examples is that staff in these areas came together around a great idea that made things better for patients, better for themselves and at the same time, did not make work for anyone else. These changes would not have occurred without leadership and really pushing towards a dramatic change based upon a pressing patient or staff need and not simply working harder and faster to do more of the same.

At this year's St. Joseph's Healthcare Leadership Convention, our theme reflected this potential, embracing "Leadership at Every Level". True transformation requires the collaboration and vision of all members of the team - both clinical and non-clinical, from the front lines to the Board room. Through venues like the Leadership Convention, we are able to build this leadership capacity at all levels, while remaining focused on our mandate to deliver safe, effective, accessible and kind care in every program and service we provide. We also heard about the importance of Research to St. Joe's future and the key role it plays in creating new knowledge, fostering creativity and increasing employment.

Over 500 employees attended the Convention, representing a broad cross section of the organization, including medical, clinical, administrative and front line staff, as well as Managers, Directors and Executives. Nearly half of attendees this year (44%) were front line or support service staff, and a third of attendees were at the Convention as first-time delegates. I was pleased to see that the popularity of this convention continues to grow, and would like to extend my thanks to the Convention Committee for their efforts in putting together another successful event. I would also like to thank our colleagues at the St. Joseph's Healthcare Foundation for their continued investment in sponsoring the Convention.

While attendance at the Convention is limited by the size of the venue, each year approximately 300 spots are reserved for front line staff and Managers. For these spots, Directors are encouraged to nominate employees who are seen as front line leaders, or identify those who have not had the opportunity to attend the convention in the past. If you are interested in attending next year's Convention, I encourage you to speak to your Director. ●



Dr. David Higgins

## Ask David and the Leadership Team

**Q** I have noticed that the new hand soap now contains alcohol. Are there any options left in the facility for one to clean their hands without having exposure to alcohol?

**A** The new Gojo® products (clear and mild foam and wash soap) do not contain alcohol. It may seem like they do because it comes out of the dispenser as a foam instead of the liquid that you have been used to. The MSDS sheets for all of the products can be accessed using the MSDS icon on any of the computers at SJHH.

Following an extensive review of hand hygiene products, prompted by the expiration of the Medbuy contract, we have recently launched a new line of soaps and sanitizer products, distributed under the trusted Gojo® label.

We are now in the process of replacing the majority of hand hygiene products in our organization with this new line of products.

✉ If you have any questions or require additional information on this new line of products, please contact IPAC via email at [infection@stjoes.ca](mailto:infection@stjoes.ca)

saying  
thanks  
to our miracle workers at St. Joe's!



Our most recent St. Joe's Miracle Worker is **Dr. Fionnella Crombie!** In recognition of her outstanding contributions while serving as Chief of Family Medicine, a donation was made to the Foundation by Dr. Crombie's colleagues in her honour.

Congratulations!

"It is our belief that a newly built, specially-designed mental health facility will improve quality of care and safe care, lead to better patient outcomes and increase work life satisfaction."

## Redevelopment Evaluation Project

Evaluating how our new Campus will impact patient care and staff satisfaction

At the West 5<sup>th</sup> Campus, the redevelopment of the region's largest mental health facility is nearing completion. Now, St. Joe's has a unique opportunity to evaluate the impact of the rebuild on core components like safety, quality of care, patient outcomes, and staff satisfaction.

The vision for the new facility is to transform the way we work by creating a highly integrated and recovery-oriented environment that promotes wellness, privacy, and safety. This vision was used to select design features that will change the way that mental illness is diagnosed, treated and perceived.

"One of the goals of this research study is to provide evidence that the design elements we've developed for this new facility contribute to improved outcomes." explains Karen Langstaff, Chief Planning Officer. "It is our belief that a newly built, specially designed mental health facility will improve quality of care and safe care, lead to better patient outcomes and increase work-life satisfaction."

According to Catherine Ahern, Project Manager for the study, data collection will be completed in two phases and will use a range of research methods to collect users' perspectives and behaviours. "The ultimate goal is to use this information to enhance evidence-based health care design, inform future

development projects, and provide feedback on the redevelopment to the province, region and hospital."

The first phase of data collection will take place from September to December 2013. The data from this phase will be compared with the data from the second collection phase, which will take place from September to December 2014.

"Comparing these two data sets will help us explain how the design elements have contributed to creating the exceptional working, learning and therapeutic environment we're aiming to build," says Catherine.

Support from those with experience at the West 5<sup>th</sup> Campus is integral to the success of the research process. The first phase of research will begin with the launch of an electronic survey, and everyone who completes the survey will be eligible to win one of two iPads. ●

✉ If you are interested in participating in the Redevelopment Evaluation Project or would like more information about it, please contact **Catherine Ahern** at (905) 522-1155 ext. 35412 or [cahern@stjoes.ca](mailto:cahern@stjoes.ca).





**Message from  
our Board Chair:  
Ben Gould**

As I move towards the final months as Chair of the St. Joseph's Board of Trustees, I would like to reflect back on the time that I served on our Board and the significant transformations that our hospital has undergone during my tenure.

The most evident transformation that I have observed is our organizational prioritization and quest towards improving quality. I can attest that at each and every Board meeting quality is at the top of our agenda and not a single conversation passes without a thorough discussion of our quality priorities. From numerous walkabouts throughout our hospital, presentations from our Medical Advisory Committee, and patient stories, I am assured that the quality conversation continues well beyond the Boardroom and has fully permeated every corner of St. Joe's. Most recently the Board has been focused on infiltration of the patient voice in our work as a means of ensuring that care is truly designed and delivered with the patient in mind. Our Patient Advisory Committee, Patient Representatives on your Quality Councils and Patient Representatives on the Board of Trustees are only a few of the initiatives that bring the patient voice to the forefront of our work. I am confident that these initiatives will continue to improve the quality of care that St. Joe's provides to our community.

In my final message to you, I would also like to introduce our incoming Chair, Mr. Carl Santoni, who I have full confidence will continue to govern our organization with integrity and passion for the wellbeing of our patients, staff and physicians. Carl has been a dedicated Board member at St. Joe's for over 13 years and has selflessly volunteered hundreds of hours of his time to the governance of this organization. Carl's experience as a Board member and his wealth of knowledge in both the private and public sectors will ensure that St. Joe's continues to make great strides in the exciting years to come.

And finally, I would be remiss if I did not thank Dr. David Higgins, the Executive Team and all staff, volunteers and physicians at St. Joe's for putting the needs of our patients and families ahead of your own every single day to ensure that our community is provided with the highest quality of care and service when they are most in need. ●

Sincerely,  
**Mr. Ben Gould**  
Chair, Hamilton Board Committee  
St. Joseph's Healthcare Hamilton,  
St. Joseph's Villa, St. Joseph's Home Care



**Our Foundation  
welcomes a new  
Vice-President  
of Development:  
Dana Visocchi Rice**

After a thorough international search, led by respected fundraising consultant and recruitment firm KCI Canada, Dana Visocchi Rice was selected as our new Vice-President, Development, effective May 6, 2013.

Dana has over 20 years of fundraising experience in the healthcare and educational fundraising industries. With a diverse background in annual giving, planned giving, major gift fundraising, and campaign management at leading organizations like Women's College Hospital, McMaster University, and St. Joseph's Healthcare, paired with her Certified Fund Raising Executive (CFRE) accreditation and her unwavering passion and commitment to St. Joe's, Dana is well positioned to lead our major gifts and gift planning teams to continued success through the completion of the Timeless Care, Tomorrow's Discoveries Campaign, and beyond.

Dana is an active volunteer in the Hamilton community. She is a board member with the Canadian Italian Business Professionals Association of Hamilton-Halton (CIBPA), and a past member of the Executive Committee of the Golden Horseshoe chapter of the Canadian Association of Gift Planners (CAGP). Most recently, Dana held the position of Associate Campaign Director at St. Joseph's Healthcare Foundation. ●

**Find Philanthropy Here**



As we define our strategic direction here at the St. Joseph's Healthcare, the Foundation is joining the conversation. From now on wherever you see this new, blue icon, you'll be sure to find philanthropy in all of its forms. Be on the lookout for stories and information about new partnerships, donations, volunteerism and special events – all in support of exemplary patient care, research, and education at St. Joe's. The Foundation is excited to join in mapping our future and as always, keeping you up-to-date on the latest acts of kindness we are fortunate to benefit from at St. Joseph's Healthcare Hamilton.



**Annual Volunteer Resources Awards  
recognize those who rise above**

KARI ASTLES, COORDINATOR, VOLUNTEER RESOURCES DEPT., SJHH



**From L to R: Natalie Belzner, Laura Axiak, Rick Martin, Michelle Daigneault, Susy Marrone, Darlene Shaw, Sandra Berzaitis-Smith, Susan Zidaric Seymour**

**Staff Partnership Award**

Congratulations to the members of the Therapeutic Recreation team at the Charlton and West 5<sup>th</sup> Campuses who were recently awarded this year's Staff Partnership Award by their colleagues in Volunteer Resources. This annual award is presented to a team at St. Joe's in recognition of their contribution and support to enhancing volunteer engagement. This team's on-going support, training and enthusiasm has enabled us to provide a unique and wonderful learning environment for volunteers.

**Sister Joan O'Sullivan Scholarship**

With over 450 volunteer hours, Elizabeth Krawczak is the true meaning of the vision, mission and values of St. Joe's. Elizabeth has dedicated herself to reaching heights far beyond the normal expectations of a volunteer.

Elizabeth began her volunteer work with St. Joe's in 2006 in the Pre-Assessment Unit. Since that time, she has volunteered in the Maternal Child Program, Firestone Institute for Respiratory Health, Hemodialysis, Day Surgery and the Emergency Department, providing exemplary care and support to patients and their family members alike.

As she continues her commitment to volunteering at St. Joe's, Elizabeth also has plans to volunteer in the Hamilton community, at McMaster University, Corktown Cooperative and in her Polish community. In addition to her dedicated research work which focuses on Postpartum Depression, Elizabeth has just recently completed her undergrad degree at McMaster and plans to pursue a Master's Degree in Neuroscience. This dedication to academics has also earned her a position on the 2012 Dean's List at McMaster. ●



**From L to R: Melanie Haworth, Elizabeth Krawczak, Dr. David Higgins**

**Hamilton Academy of Medicine  
recognizes Dr. Kevin Smith for his  
role in enhancing healthcare in  
our community**

Congratulations to Dr. Kevin Smith who was honoured at the Hamilton Academy of Medicine's 113<sup>th</sup> Annual General Meeting and Awards Dinner held on June 19<sup>th</sup> at LIUNA Station.

Dr. Smith, president and CEO of St. Joseph's Health System was the recipient of the 2013 Ontario Medical Association's Community Service Award. Dr. Smith was recognized for his significant contributions to the practice of medicine in Hamilton and

his outstanding leadership in strengthening the relationships within the healthcare community to ensure the health of the region is first and foremost.

Dr. Lori Whitehead, Respirologist in our Firestone Institute of Respiratory Health was named the Academy's 114<sup>th</sup> president. Her plans are to focus her efforts over the next year on increasing awareness of refugee health and the importance of physician mental health. ●

Dr. Kevin Smith is presented with the 2013 Ontario Medical Association's Community Service Award from Dr. Lori Whitehead.



*With over 700 members, the Hamilton Academy of Medicine is a local voluntary professional association funded by physicians for physicians. The Academy binds the medical community of the Greater Hamilton Area, promoting a spirit of cooperation and unity, while meeting the educational, social and political needs of its members. The Academy acts at the territorial branch society of District 4 of the Ontario Medical Association (OMA) providing a full range of programs, services and benefits to assist member physicians.*



## Announcements

A warm welcome to...

### Deborah Schubert

VP, People and Organization Effectiveness

As a Top 100 employer, we strive to provide an inspiring workplace where staff can achieve their potential. As such, we welcome Deborah as VP, People and Organization Effectiveness (St. Joseph's Healthcare Hamilton) and Senior VP, People and Organization Effectiveness (St. Joseph's Health System).

Deborah joins St. Joe's from our partner hospital, Hamilton Health Sciences, where she led the Human Resources team as Assistant VP since 2011. Prior to joining HHS, she held senior positions in the private sector, including VP, Human Resources for MDS Diagnostics. Deborah holds a Master's Degree in Education from the University of Toronto.

Deborah officially joined the St. Joe's team on July 17th.

A warm welcome to...

### Megan Biekse

Senior Specialist, Media and Strategic Issues

Megan comes to St. Joseph's from KITESTRING, a branding agency where she most notably worked to bring our strategic plan, Mapping our Future, to life. Megan was also agency lead on a number of integrated communication campaigns for clients such as EllisDon, the SPCA, Hamilton International Airport, the YMCA and Horizon Utilities.

Not only will Megan be collaborating closely with media outlets to continue supporting St. Joseph's respected brand, but she will also help develop and guide exciting new media strategies and innovative communication campaigns in-house.

Megan invites all St. Joseph's staff to get in touch if they have a great story to tell about our organization. Try saying hello on Twitter by tweeting @MeganBiekse.

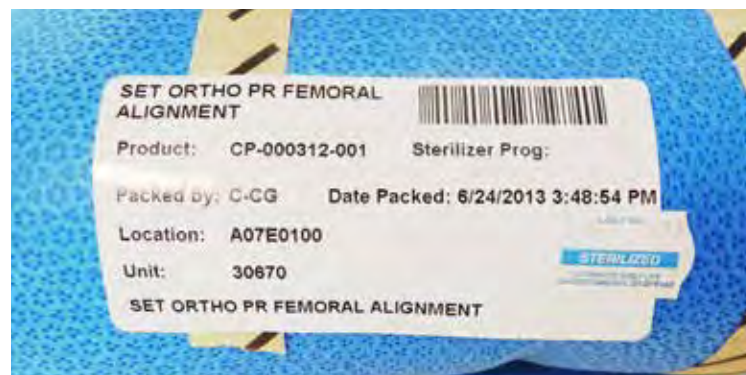
## Improving Patient Safety

Continued from Page 1

process reviewing a ton of paperwork." With the new barcode system, instruments are now fully traceable throughout the entire process of sterilization, providing staff with the ability to see where a specific item is the process in any given stage via real-time technology. "In the event that an instrument needs to be recalled, we can immediately run a report and begin a quest to find the item without any barriers."

Another benefit to patient safety is the ability to easily and accurately identify how many times a particular item has been used, and therefore sterilized. "Many instruments have very stringent and specific directions on how many times they can be sterilized – essentially, they have a life span," says Milan. "Before we moved to the bar coding system, we would track this manually – a very tedious process, and one that could be challenged in its accuracy. With the new system, there is no room for doubt."

As there are constant changes associated with medical instrumentation, ongoing education is essential. Historically, information for staff in regards to updates and/or changes in processing was by way of in-services or resources binders, which proved extremely cumbersome and without any official process for maintaining. In total, there were 30 resource binders with images and details related to all instrumentation in the department. With the implementation of the new technology, all resource material has now been built into a real-time database in a standardized, virtual format. "Ninety-five per cent of all instrumentation has been photographed and is now built into the system," says Milan. Videos related to performing specific functions have also been added to the database.



Final product with barcode and label identifying pertinent information including the product name, person who assembled, and date.

For Milan, there is no doubt that St. Joe's is doing all it can to create the safest environment in which to provide leading-edge care. "Every time there is an article in the newspaper about patients being notified due to uncertainty over sterilization of instruments, you hope for the best for those people," he says. "This new system will help ensure that we're doing everything we can to prevent such a situation from happening here."

Putting such a system in place wasn't easy, says Milan – but he credits the successful implementation to a knowledgeable, passionate team. "I'm impressed by the dedication and commitment of the team in MDR. Their dedication and commitment is ever-present, and this new tool is evidence of their desire to put patient care first." ●

**We want to hear from you! Let us know what your team is doing to transform the way they work to help improve patient safety at St. Joe's. Email us at [kdebreau@stjoes.ca](mailto:kdebreau@stjoes.ca).**

## Privacy Matters @ St. Joes

A regular feature from the St. Joseph's Healthcare Hamilton Privacy Office

It is important to recognize that anyone who works in a hospital setting and has access to patient personal health information (PHI) is obligated to protect that information. It is not only a legal but an ethical responsibility. Breaching that responsibility can have significant negative impacts, including damage to the hospital's reputation, but more importantly damage to the therapeutic relationship that patients have with their healthcare providers.

Protecting personal health information involves proper access, collection, use, disclosure and destruction of PHI. While the majority of PHI privacy breaches are innocent, they do have the same devastating consequences to patients as a malicious breach. Additionally, they can also result in costly legal consequences for both the organization and the individual who is found at fault for the breach.

One way that we can ensure that patient privacy is not breached is by encrypting all hospital-issued laptops, USB keys, tablets and smartphones as these devices may often store highly confidential information and if lost or stolen, can result in a significant breach of patient

privacy. Encryption is the process of electronically encoding messages (or information) in such a way that hackers cannot read it, but that authorized parties are able to.

All staff, physicians, learners, and researchers are responsible for ensuring their hospital-assigned resources are encrypted. Further, they are accountable to both the hospital and the Information Privacy Commissioner of Ontario in the event that their devices are compromised if un-encrypted while assigned to them.

Under no circumstances, should any PHI ever be removed from the organization. In the event that it must be accessed offsite, it should be accessed remotely via Citrix from one's home workstation only.

The Information Services (IS) Department is available to encrypt devices, upon request. Please contact ext. 33040 for more information. Please note that any laptop or USB purchased through IS will be encrypted. ●



**SUGGESTED READING:**

*"Encryption by default must be a top priority for healthcare providers"*

by Dr. Ann Cavoukian.

To read this article, please visit [www.canhealth.com](http://www.canhealth.com) and click on the Archives, select the February 2013 issue, see page 15.



**It's Everyone's Business**

## Did you know?

- ▶ In Ontario, new and young (age 14-24) workers are four times more likely to be injured during their first month on the job than at any other time.
- ▶ Between 2006 and 2010, 34 young workers died in work-related incidents and more than 46,000 young workers received injuries resulting in lost time from work (source: Workplace Safety and Insurance Board)
- ▶ Every day, 70 Ontario workers under the age of 25 are injured on the job or three injured every hour.

As a teaching hospital, we generally see an increase in new and young workers around and about St. Joseph's Healthcare Hamilton during the summer months. This is typically the case in workplaces all over the province. Therefore as a way to keep occupational health and safety on the radar, especially for our youngest workers, Ontario, has officially dedicated the months of May until August, "New and Young Worker Awareness" months. We encourage you to talk to your children, nieces, nephews, or grandchildren about their jobs and ensure they have the proper protection and training. Please consider this for all volunteer work also.

By: Occupational Health and Safety Department ●





On May 30<sup>th</sup>, two of our Hospital programs, Rehabilitation and Palliative Care, were named after The Most Reverend Anthony F. Tonnos, Bishop Emeritus of the Roman Catholic Diocese of Hamilton. Two unveiling ceremonies and a reception celebrated the linking of our exemplary, compassionate care with the good name of the Bishop.

These areas were named in recognition of the long-standing relationship between our organizations, and the kind philanthropic support that the Diocese has provided to the St. Joseph's Health System during the Bishop's tenure.

## A starry night

**Our 12<sup>th</sup> Starry Night event is fast approaching.**  
Please join us and celebrate a traditional milestone.

Get in on the Early Bird Draws for a chance to win prizes.  
Tickets go on sale in September 2013!

**For more information, contact:**  
Nancy McGregor at [Starrynight@stjoes.ca](mailto:Starrynight@stjoes.ca)  
or Starry Night Hotline at ext. 32042.

*Starry Night is part of Wellness Initiatives @ St. Joes!*

Saturday November 2, 2013
\$45.00 per person

Michelangelo's Banquet Centre, 1555 Upper Ottawa Street, Hamilton

# payday lottery winners



### June 21<sup>st</sup>, 2013

Jessica Foster  
Dialysis Centre –  
King Campus  
\$7,260.00

### July 5<sup>th</sup>, 2013

John Pavacic  
Dialysis Centre –  
Charlton Campus  
\$7,270.50

### July 22<sup>nd</sup>, 2013

Frank Sachs  
Acute Psychiatry –  
Charlton Campus  
\$7,293.00

# connections

is published monthly by the St. Joseph's Healthcare Hamilton Public Affairs Department.

Send your comments, suggestions, story ideas or submissions to:

Public Affairs Department  
Level 1, 225 James St. South  
Telephone: 905.522.1155, ext. 33423  
Email: [kdebreau@stjoes.ca](mailto:kdebreau@stjoes.ca)

All submissions are subject to approval and must be received by the 15<sup>th</sup> of the month prior.

Photography:  
Printing/design:

Craig Peters  
Hamilton Regional  
Printing & Graphics (SJHH)



Find **Quality** Here  
Our Commitment to  
Quality and Safety



Find **Change** Here  
Transforming How  
We Work



Find **Innovation** Here  
Research and  
Education



Find **Community** Here  
Engaged People



Find **Interconnection** Here  
Breaking Down Barriers



# WEST 5TH



WHAT YOU NEED TO KNOW ABOUT THE WEST 5TH REDEVELOPMENT | ISSUE 7 | AUGUST 2013



*This photo shows the sign for the Visitor's Lounge on level two of the Orchard unit. Notice that the sign is accented with a green stripe that ties it into the décor of the unit as a whole.*

## Finding Your Way at West 5th

**The new building was designed with intent, and with that comes an extensive wayfinding strategy.**

To ensure an inviting and efficient environment, it's important that staff, patients and visitors are able to navigate the building easily. In fact, there are roughly 3,000 signs throughout the building that will help everyone get around.

Upon entering the new building, you will see large directional signage that list clinics, departments and other key destinations in the facility.

In the public areas, on the side of the building closest to Fennell Avenue, room numbers begin with a zone letter that will narrow down the room's location to a specific section of the building. Rooms in the public area will begin with A, B, C, D, F, G, or H.

Following the zone letter will be a number representing which level the room is on (0, 1, 2, or 3), and then the number of the room. Inpatient wings are located on Levels 1, 2 and 3 at the north side of the building.

On each floor, the five inpatient wings are represented by a unique pictogram, colour,

and theme. The wings are named: Mountain, Orchard, Waterfall, Harbour North and Harbour East. Room numbers on these wings will begin with M (Mountain), R (Orchard), W (Waterfall), N (Harbour North), and E (Harbour East).

For example: An inpatient bedroom on the third floor of the Mountain wing is M309, with M indicating the wing, the number three representing the floor level, and the last two numbers indicating the room.

The themes are also incorporated into the décor of each unit, using colour accents on signage, floors and paint colours to help create a distinct sense of space as you move throughout the building.

The new building, including the wayfinding strategy, is in line with the Accessibility for Ontarians with Disabilities Act (AODA) guidelines. This means that signage is designed with easy-to-read fonts, braille, and internationally recognized symbols that all contribute to accessibility and wayfinding.



**Harbour North**  
Pantone  
142C



**Harbour East**  
Pantone  
7524C



**Mountain**  
Pantone  
Warm Gray 8C



**Orchard**  
Pantone  
373C



**Waterfall**  
Pantone  
7541C

# Making Progress

A look inside the new facility taking shape at West 5th



**CARE DESK**

*Each of the five inpatient units are equipped with a central Care Desk that was specially designed based on input from both staff and patients.*



**ATRIUM**

*The public atrium is filled with natural light and dimension, making for a dynamic entryway to the new building.*



**OUTPATIENT RECEPTION**

*The new hospital will introduce medical and mental health outpatient clinics in a beautiful, inviting space.*



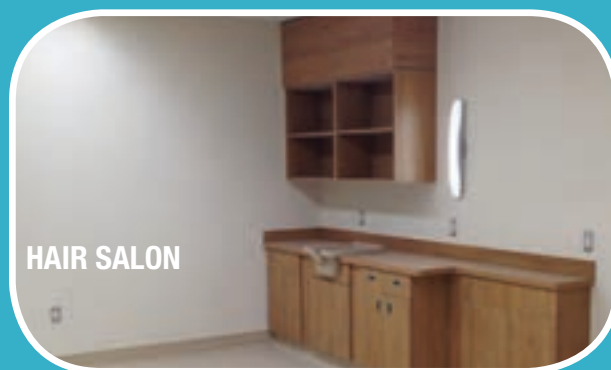
**AUDITORIUM**

*The 200/100 seat, dividable auditorium is part of the new building's Conference Centre. These spaces will help enhance research and education, and integrate academics with clinical care.*



**GYMNASIUM**

*The new 5,900 square foot gymnasium will provide a flexible, functional space for our clients to participate in a broad range of recreational activities.*



**HAIR SALON**

*The hair salon is one of many client amenities located in the 'Downtown' area which also includes a clothing store, library and more.*

## WEST 5TH GOES ON THE ROAD

Do you have questions about the new building at West 5th?

Soon you'll have a chance to get your questions answered face-to-face, right at the campus where you work. Staff from the West 5th Redevelopment department will be coming to the Charlton and King campuses in the coming weeks to talk about this exciting project. Look for us at:

### Charlton Campus:

Date: Wednesday September 18, 2013

Time: 10:00 a.m. – 2:00 p.m.

Location: Main lobby, outside the Pharmacy

### King Campus:

Date: Wednesday October 2, 2013

Time: 10:00 a.m. – 2:00 p.m.

Location: Upper level, near elevators

There will also be a Lunch n' Learn session with staff from Redevelopment, Operational Readiness and Transition held at the West 5th Campus on Monday, September 23. Join the conversation from 12:00 – 1:00 p.m. in the Seminar Room. This is a great opportunity to have your questions answered, get a progress update, and learn more about the new building.