

connections

SEPTEMBER • 2015

Summer Sizzler

SUCCESS

The Summer Sizzler took place at all three campuses during the month of August as a staff appreciation BBQ and marketplace. While staff enjoyed a barbecued lunch, they could browse booths set-up by supporters, or departments at St. Joe's. The booths included TD Insurance, St. Joe's Healthcare Foundation, and additionally Hamilton Police Chief Glenn De

Caire was welcomed at Charlton Campus. A special thank-you to the John Scozzari, Manager of Security Services and security staff for leading the collection of 988 lbs of food for Neighbour 2 Neighbour and \$891.03, surpassing last year's cash donations. A list of this year's door prize winners is posted on MyStJoes, Information and Events section. ●



St. Joe's staff enjoying the staff appreciation barbecue.

Congratulations to the following 2015 Mission Legacy Award recipients



Dr. Peter Bieling

Dr. Bieling is a profound example of living the Mission at St. Joseph's - initially as a psychologist in the Mood Disorders Program and now as a widely respected leader with a philosophical impact on mental health care delivery. As Director of the Mental Health and Addiction Program, Dr. Bieling is an inspiration and visionary; he inspires staff to be innovative in providing the highest quality care to our community.



Dr. Hugh Fuller

Dr. Fuller has embodied the Mission throughout his career at St. Joseph's. Dr. Fuller's clinical expertise and leadership roles, ranging from Medical Director, Vice President and Chief of Staff have impacted thousands of lives in the Hamilton community. His talent for implementation of clinical technologies is proven, as was his passion for helping those in need through our International Outreach Program. Dr. Fuller is truly a blessing to St. Joe's.



Dr. Gary Chaimowitz

Dr. Chaimowitz is a champion of society's most disadvantaged and marginalized, acting as an advocate and voice for the rights of those cared for within the Forensic Psychiatry System. As a key player in shaping the provincial Forensic System, he inspires commitment and passion in others. Dr. Chaimowitz truly lives the spirit of the Mission at St. Joseph's by seeing the humanity in all individuals while providing compassionate, quality care.



Ms. Joan Jervis

Joan Jervis has dedicated 30 years to volunteering at St. Joseph's Healthcare Hamilton, primarily under the Spiritual Care Department and focusing her time within the Mental Health and Addiction Program. Always displaying warmth and compassion to clients, Joan's interpersonal skills and commitment have been a tangible demonstration of our Mission, and a wonderful example to our staff. Joan's selfless donation of time is truly an invaluable gift to our organization.



Ms. Margaret Doma

As Director of Patient Relations, Risk, Legal and Medical Affairs, Margaret Doma brings the human elements of caring, compassion and fairness to patients, their families, and all who work at St. Joseph's Healthcare Hamilton. Margaret has been instrumental in the implementation of organizational priorities, including our Patient Relations, Language Access and Enterprise Risk Management Programs. Margaret is a mentor, leader and a valued ambassador of the St. Joe's team.



Mr. Sam Mercanti

Local philanthropist and business leader, Sam Mercanti has a long history of involvement with St. Joseph's Health System, Healthcare and Foundation. As Board Chair, campaign cabinet member and current Board member, Sam has invested his time, resources and expertise towards the success of healthcare in Hamilton. His advocacy and continued enthusiasm to ensuring our hospital remains true to its Mission while advancing towards the future, is an inspiration to all.

A sincere thank you to each of this year's recipients, your hard work and dedication to our organization and the patients we serve is truly appreciated by our staff, patients and families. A permanent display recognizing all award winners has been established in the lobby of the Juravinski Innovation Tower of the Charlton Campus. Please visit our website, www.stjoes.ca/MissionLegacyAwards for more information.

A Little Comfort & Kindness Can Go a Long Way

What do blankets, pillows, magazines
and ice chips all have in common?

These small, everyday items have the power to make a BIG impact on the lives of our patients here at St. Joe's. Unfortunately, due to an ongoing pressure to make healthcare more sustainable, finding funding for the "little things" can sometimes be challenging.

That's why St. Joseph's Healthcare Foundation is pleased to introduce the Patient Comfort & Kindness Fund. Beginning in September, departments at St. Joe's will have the opportunity to apply for a grant from the Patient Comfort & Kindness Fund



at the Foundation. Grants can be for amounts that range from as little as your department needs to a maximum of \$5,000. The grant request must demonstrate an ability to directly enhance the comfort and care of patients at St. Joe's and should be used for projects that simply cannot be

covered by your current operational funding.

Grants should have the ability to impact or benefit multiple patients at our Hospital. Applications to the Foundation's new Patient Comfort and Kindness Fund will be accepted from:

September 15 - October 15 with funds disbursed in the second week of November, 2015.

April 15 - May 15 with funds disbursed in the second week of June, 2016.

St. Joseph's Healthcare Foundation is proud to support the compassionate care you deliver every day through these new grants designed to bring comfort and kindness to our patients. In the meantime, should you have any questions, please contact Laura Volpe, Annual Giving Officer at:



905.522.1155 ext. 35979

lvolpe@stjoesfoundation.ca

Roof Deck Parking Lot Closure

The St. Joseph's Healthcare Building Services Department is responsible for ensuring that the infrastructure at the Charlton and King Campus sites is maintained in reliable working order. To that end, starting in October 2015, the Roof Deck Parking lot adjacent to the Cafeteria and Surgical Center will be undergoing a significant renewal project.

This construction project will include an exterior surface excavation and replacement in order to make it water tight, and subsequent interior repairs to associated infrastructure and surfaces below the roof deck that have been subject to water damage from the deteriorated roof deck parking lot above.

This will be a complex and phased construction project that will take a minimum of six months to complete. Access to the Roof Deck will be discontinued during the construction period. The impact of this closure, for our patients, visitors,

staff, volunteers, learners and physicians has been assessed by a working group of Managers. Facility access plans during the construction period have been developed and an extensive communication plan will be communicated to all affected stakeholders in September.

Please watch for updates via email, Information and Events, Connections, MyStJoes, www.stjoes.ca and social media. ●

Questions can be forwarded to the Redevelopment Department at:



905.522.1155 ext. 34728

redvelopment@stjoes.ca

St. Joseph's
Healthcare Hamilton | Patient and Family
Advisory Council

Save
THE
Date

Monday, November 2, 2015

Partnering with Patients and Families

Current Successes and Future Opportunities

Join us as we celebrate our achievements and build our shared vision of continuing to engage with patients and families across St. Joe's.



Keynote Speaker: Jack Hourigan

Location

Frank Charles Miller Amphitheatre
Level 2, Juravinski Innovation Tower
Charlton Campus
St. Joseph's Healthcare Hamilton

R.S.V.P. by **Friday, October 2, 2015**

Call: 905.522.1155 ext. 33148 or

Email: PatFamAdvisory@stjoes.ca

This event is sponsored by



Canadian Foundation for
**Healthcare
Improvement**



St. Joseph's Healthcare Hamilton Nurses Collaborate to Improve *Patient Safety*

For those living with chronic kidney disease, dialysis is both a life-changing experience and a life-saving treatment. Increasingly, home dialysis programs, such as those offered by St. Joseph's Healthcare Hamilton (SJHH), have enabled this treatment to be provided in the comfort of patients' own homes, helping to fit treatment into their daily schedules, while promoting improved quality of life. As patients transition from hospital to community, there is a professional duty to ensure these transitions are managed safely. When St. Joe's nurses were asked by home dialysis patients if paramedics would know how to safely disconnect them from their dialysis machine in the event of an emergency call, they understood their patient responsibilities. This question was the catalyst for an innovative and collaborative regional partnership between St. Joe's and the Centre for Paramedic Education and Research (CPER).

As strong patient advocates, the home dialysis nurses approached the CPER to determine how emergency disconnects could be safely managed. Working together, a comprehensive paramedic education plan incorporating a 'train the trainer' model was developed and within nine months, more than 1,200 regional paramedics were educated and certified in the safe performance of an emergency disconnect. Requirements for annual recertification were established and following initial training by the St. Joe's nurse, the CPER educator now provides ongoing training for paramedics within our service area.

Through the introduction of Emergency Disconnect Kits developed by the dialysis nurses, paramedics have access to the necessary supplies to perform the disconnect procedure safely. These kits include pictures, instructions, necessary supplies and are regularly checked by a dialysis nurse during home visits. Additionally, all family members of home dialysis patients are now trained in emergency disconnects. St. Joe's home dialysis nurses, together with CPER, continue to implement best practices to improve patient safety.

This innovative, nurse-led practice initiative has been promoted by the Ontario Renal Network as a best practice model for other regions to follow. The initiative has been presented at local, regional and national conferences so all home dialysis patients province-wide might benefit from safe emergency disconnect procedures. These nurses, with support from the SJHH Kidney-Urinary Program, have provided leadership in the development and implementation of an important initiative to improve patient safety whenever an emergency disconnect from home dialysis is needed. Home dialysis patients and their family members now have peace of mind knowing that their care can be safely managed, even in the event of an emergency. ●

Author: Michelle Zivanovich, RN, Independent Home Therapies, Kidney-Urinary Program, St. Joseph's Healthcare Hamilton

Spotlight on Library Services


Need help with a Systematic Review?

Are you searching for evidence to support your research question?

- 1. Choose which databases to search, (e.g. Medline, Cinahl, Embase, Cochrane)** Did you know Pubmed includes records that are not indexed on Medline? To extract those records from your Pubmed search simply use the command "Not Medline [sb]".
- 2. Develop a search strategy** using a combination of "keywords" and "controlled vocabulary" (e.g. MeSH for Medline, Emtree for Embase). Did you know you can search 2 or more keywords in the title or abstract with the proximity operator "adjacent"? For example, "cortisol adj3 level" might find level of cortisol OR cortisol level, as long as they are within 3 words of each other.
- 3. Narrow down your search** based on your criteria, such as range of years, types of studies, age groups, etc. These limits or filters go a long way in focusing your search. ●


For more information contact:

Charlton & King Campus

 905.522.1155 ext. 33440 or 33410

library@stjoes.ca

West 5th Campus

 905.522.1155 ext. 36322

adevries@stjoes.ca



Tickets for this year's Starry Night 14th Annual Holiday Dinner Dance are on sale as of September 14, 2015. Tickets can be purchased at Michelangelo's in-person or by phoning 905-575-9955. Invite your family and friends; staff can bring up to 3 guests. Purchase 10 tickets between September 14-28, 2015 for the chance to win great prizes for your table. This year's event will be held on Saturday, November 14, 2015 at Michelangelo's Banquet Centre at 5 p.m., and tickets cost \$50 each. Hope to see you all there! ●

St. Joseph's
Healthcare Hamilton
FOUNDATION

A new season of the lottery is here
with more tickets than ever before!

Visit stjoesfoundation.ca and click on 'Staff Programs' to download the enrollment form.

PAYDAY PAYOUT LOTTERY WINNERS

August 14, 2015

Karen Shaw
Dialysis
King Campus
\$8,622.00

August 28, 2015

Janet Ryan
Schizophrenia – Occupational Therapy
West 5th Campus
\$8,704.50

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Healthcare Hamilton Public Affairs Department

Send your comments,
suggestions or story ideas to:
Public Affairs Department
Tel: 905.522.1155 ext. 39152
Email: jdurllov@stjoes.ca

Connect with us:
www.stjoes.ca

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Coming Soon, (Oct. 2015) to a Provider Portal Tab Near You...

*Electronic Access to Historical
Patient Charts (discharges on and
after Sept.1) at Your Fingertips*

Patient Document Management (PDM) Progress Report

What's happening now?

- The forms inventory and review is complete
- The PDM system is live and data is being backloaded
- Health Records began scanning discharged charts as of September 1st

Who Should I Contact if I Have Questions?

- Refer to the FAQ on the [PDM page](#)
- Should you have any additional questions or comments not found in the FAQ, please contact Sr. PDM Project Manager, Jody Wellings, extension 33864

PDM Access is Available in October, What Do I Need to Do?

- [Review the Form Approval & Standardization Process](#)
- Review & follow the [Chart Dismantling Standard Operating Procedures](#)
- Review the Portal/PDM tab video. Watch for the video arriving in September on <http://mystjoes>
- Beginning in October, use Provider Portal PDM tab to view historical discharged charts as of September, 2015

How Does This Change My Practice?

- In October you will be able to review historical discharged patient charts online through Provider Portal at your convenience
- Physicians and Midwives are able to complete charts electronically through Provider Portal, eliminating the need to schedule time in Health Records for completion
- You will receive online chart completion notices and the ability to complete charts within Provider Portal as of October, 2015
- Clinicians who currently type their notes, will need to use the new [electronic fillable form template](#)
- If a chart is urgently required and it is not in the Portal PDM tab, contact Charlton Health Records at (905) 522-1155 extension 33415



What is Patient Document Management (PDM)?

- Health Care Providers will continue to follow charting protocols as they currently exist. When a patient is discharged from any of the three campuses, their paper chart will be sent to Health Records. The discharged patient's chart will be scanned, indexed and uploaded to PDM by our scanning partner, Salumatics. These scanned documents will be linked to electronic reports/results within the PDM system, making all of the information within the patient's historical chart accessible online through the Portal PDM tab
- Authorized Provider Portal Users will have access to consolidated historical electronic patient records from Charlton, King and West 5th Campuses allowing for easy access to patient information required for care
- Multiple Health Care Providers can access a single discharged historical patient record simultaneously, improving access to this information across the hospital

