

connections

MAY • 2016

#ReachOut



Levi Bailey at the YWC Photo Credit: Rob Jeanveau, HNH B LHIN

The Youth Wellness Centre

A promising future for youths at risk

Full can't come fast enough for Levi Bailey. The 21 year old is eagerly awaiting the September start of his Pre-Media and Entertainment Program at Mohawk College. A year ago, a post-secondary opportunity was not even on his radar.

Instead, the young Hamiltonian was experiencing feelings of hopelessness. Directionless, he dropped out of school and struggled with depression and anxiety.

It was the head of a local social agency that suggested Levi contact St. Joe's newly unveiled Youth Wellness Centre (YWC) that opened its doors in the downtown Pigott Building. Levi was encouraged to refer himself to St. Joe's YWC program.

It is one of the many unique aspects of the Youth Wellness Centre: online self-referral. Beyond the traditional physician referral, anyone can submit the name of a young person between the ages of 17 and 25. In its first year 700 referrals have been made to the centre, and there are almost 500 active clients working either with in-house supports, or the Youth Wellness Centre's mobile team that travels to post-secondary schools to meet directly with students on campus.

In January, the centre launched a monthly primary care clinic with McMaster Family Practice, to help those with no family doctor. Young adults are benefitting from the centre's youth mentors, peer support circles, art therapy drop-in programs, and even a book club.

The first year successes of the Youth Wellness Centre were highlighted at an open house earlier in May. Levi was there, celebrating the centre's promising future, and more importantly, his own. ●

For more information or questions about the Youth Wellness Centre:

 www.stjoes.ca/YouthWellnessCentre

 www.reachouthamilton.ca

 YWCintake@stjoes.ca

 905.522.1155 ext. 31725

 @ReachOutHam



Committing to Health and Safety at St. Joseph's

A message from the President, Dr. David Higgins

We all have the right to feel safe in our workplace.

Health care is a complex environment, with specialized equipment and processes, in which we provide care for patients 24 hours a day. There is sometimes an unpredictability that comes with complex patients who may require special care and expertise to manage their conditions. Our goal is to make the working environment as safe and respectful as possible so staff can feel safe, have reliable support and can do their work with confidence.

Workplace safety encompasses a broad range of issues. Infection prevention and control, workplace environment, training and policies are some of the examples of the system approaches and tools we use. We also monitor staff injuries from specific events such as slips, trips and falls. Efforts to address this specific issue have resulted in a 40 per cent reduction in incidences of slips, trips and falls from 2014 to 2015.

Prevention of violence in the workplace is another key focus for St. Joseph's Healthcare Hamilton. Violence in the workplace is unacceptable, in particular when directed in a focused and threatening manner to staff or patients. We must also realize that assaults on staff are sometimes the result of patients with cognitive disorders, which, in our environment, complicates our work as we also have a duty to treat and care for such individuals.

The very regrettable and highly publicized incidents that occurred in the winter months resulted in some of our staff suffering injuries, had an impact more widely across the organization and focused attention on the need to further coordinate efforts on workplace safety. Given renewed intensity of concern created around the serious incidents, I created the Executive Committee on the Prevention of Violence in the Workplace to enable an intensive effort to improve our focus on workplace safety at St. Joe's.

Through this committee, we also wish to help with more rapid decision making and turnaround of initiatives. I want to be clear that much work was already being done in this area, and we are building on and supporting the good work of pre-existing committees while also coordinating efforts with unions and their leadership.

I believe that we should aim to be leaders in this area by the end of this year – but that goal can only be achieved by working together in a cooperative and trusting environment while also focusing on optimal teamwork and excellent care, something staff have also reinforced to me during recent walkabouts and comments.

Through the hard work of many individuals and committees success is being achieved. Some examples include:

- We have implemented comprehensive training of staff in clinical areas of higher risk that had not already had specific training in this area.
- We have refined how we collect, analyze and report incidents and will continue to do so to ensure that our response to incidents are always reviewed with an eye to continuous improvement and potential means of preventing incidents.
- We have reviewed and assessed how we identify patients, how we document risks, and how we transfer this information in a dignified and non-stigmatizing way as patients move through our services both inside our facilities and also in community based and outpatient programs.
- We have reviewed and updated our policies, guidelines and training needs around staff safety.
- We have reviewed potential facility and equipment improvements.
- We have revitalized the historic Code White Committee so it includes representation from all three sites. This committee is now called "Management of Aggression and Responsive Behaviours."
- We have examined our personal alarm systems and issued new alarms to all who have them across the West 5th Campus and continue to refine our systems at that site.
- We have worked hard to revise our process and environment in our Psychiatric emergency department.

There is much more work occurring and much more to be done. As President of St. Joseph's Healthcare Hamilton, I am committed to helping us become a leader in workplace safety. By working together, we can achieve that goal. ●

Dr. David Higgins, President,
St. Joseph's Healthcare Hamilton



- Health and Safety Week Group, Charlton Campus Main Lobby

A Mental Health Morning for the Health of the Community!

During Canada's Mental Health Week—May 2nd to May 8th—nearly 400 Hamiltonians came together at the 4th annual *A Mental Health Morning*, a breakfast event to raise funds in support of the Mental Health and Addiction Program at St. Joseph's Healthcare Hamilton. The event demonstrated the community's commitment to breaking the stigma around mental health and addiction, and to supporting those who need it most.

Keynote speaker Michael Landsberg, former host of TSN's popular show *Off The Record*, got personal about his own struggle with depression and anxiety. After 18 years of interviewing guests with a candid, hard-hitting style, Mr. Landsberg openly shared with the crowd his decision to speak publicly about depression, stigma and the impact of the illness on him and his family. "Events like this are important, because they show those living with mental illness and addiction that they aren't alone, the illness can be managed, and there is hope." ●

Celebrating the Spirit of Hope

Every year at *A Mental Health Morning*, St. Joseph's Spirit of Hope Awards are presented to recognize those who have made significant contributions to the mental health and addiction field, or have worked to reduce the stigma associated with mental illness and substance use.

Congratulations to the nominees and winners of the 2016 St. Joseph's Spirit of Hope Awards!



- Spirit of Hope Award winners Nick Petrella & Nadia Mastroianni

Individual: Nick J. Petrella has overcome the challenges of living with depression and anxiety to become a well-known advocate for young people struggling with mental illness.

Organization: Mood Menders Support Services, a peer-led organization and one of Hamilton's primary support organizations for adults living with mood disorders.

Youth: Nadia Mastroianni, a youth who battled with social anxiety and panic disorder, is striving to create a safe and inclusive environment for other students. ●



- Keynote speaker Michael Landsberg addressing guests at A Mental Health Morning

For more information visit:

www.stjoesfoundation.ca/mentalhealthmorning

For photos and comments from the event, check out:

@StJoesHamilton

Become a St. Joe's Legacy Donor Like Peggy...

Peggy North started donating to St. Joseph's Healthcare Foundation in 1989. Ever since, she's given generously to the Hospital, never suspecting she or her husband Karl would come to rely on the patient care her yearly donations supported.

Yet years later, Peggy credits the medical staff at St. Joe's with saving her husband's life on not one, but three occasions. Karl received life-saving care at St. Joe's Firestone Institute for Respiratory Health, allowing him to live longer and giving Peggy more precious time with her husband.

After Karl's passing, Peggy set up a legacy gift making St. Joe's the beneficiary of her RRSP/RRIFs. This is how she is saying "thank you" for the care he received, and her way of helping to ensure others receive the same excellent care in the future.

Peggy advises, "Don't put it off...plan your legacy gift today! You'll have peace of mind knowing your plans are made and the satisfaction of knowing your gift will impact others who need the help down the road." ●

For more information on how to make St. Joe's the beneficiary of your RRSPs/RRIFs or about other planned giving ideas contact Lisa Gonnering:

lisa@stjoesfoundation.ca

905.522.1155 ext. 35978

www.stjoesfoundation.ca/GiftPlanning



Speak Well. Hear Well. Live Well. Celebrating Speech and Hearing Month

Communication and swallowing disorders can have a significant impact on physical, emotional, social, professional, and financial well-being. The earlier a disorder is identified and treated, the better the chance for improvement and recovery. Speech and Hearing Month raises awareness about communication health professionals and the vital role they play in assessing and treating communication disorders.

During the month of May our speech-language pathologists and audiologists participated in Speech and Hearing Month to raise awareness for communication disorders. Learn more by reading on:

Did You Know?

- One in six Canadians has a speech, language, or hearing disorder.
- Hearing loss is the third most prevalent chronic condition behind arthritis and hypertension.
- 90% of people with hearing loss could benefit from hearing aids, but only 53% actually have one.
- 85% of people with Parkinson's disease have voice, speech, and/or swallowing difficulties.
- At least 30% of people suffer loss of language after a stroke, and up to 78% of stroke patients have a swallowing disorder.
- A child's vocabulary upon entering school is a prime predictor of school success or failure.

At St. Joseph's Healthcare Hamilton, audiologists, speech-language pathologists, and supportive personnel provide services to children and adults in ambulatory, community, and inpatient settings.

Audiologists assess and treat hearing loss, auditory processing disorders, balance problems, and other auditory disorders. Speech-language pathologists identify and treat speech, language, voice, stuttering, swallowing, and feeding problems.

Together, we are committed to research and public education, with a belief in mentoring learners, new graduates, and supportive personnel. ●

For more information or to book an appointment, please contact:

St. Joseph's Audiology Department:

☎ 905.522.1155 ext. 36102

St. Joseph's Speech- Language Pathology Department:

☎ 905.522.1155 ext. 36101

An estimated **1 in 10** children need help developing their speech and language skills.



Our Speech Language Pathology care team can help your child's language grow!

Wellness Story of the Month Caring for Self, Every Step of the Way



“I've been a full time Registered Nurse at St. Joe's since 1986. As I get older, strengthening my body and mind is very important to me, and I'm fortunate to work in a hospital that offers free services to all employees. I have participated in Spinning, Zumba and used the Massage Chairs to relieve tension after a stressful day in the Operating Room.”

Check out the schedule of classes offered from the Employee Wellness Program, take some well-deserved time for YOU, and give it a try! //

☎ - Dee Frisina, RN, CPN (C)
Specialty Resource Nurse, Thoracic and Cardiovascular - Operating Room, Charlton Campus

How well can you sneak Wellness into your workday?

In honour of Mental Health Week and Nursing Week we're celebrating "Caring for Self – Every Step of the Way," like our Registered Nurse Dee Frisina strives to do with the Employee Wellness Program. To care for ourselves means we first change our attitudes to prioritize our wellbeing. Ask yourself: Do my mind, body, and spirit feel refreshed and satisfied?

While this may vary from person to person, these small changes may include going outside for a walk, finding a quiet spot in the hospital, using a massage chair, listening to a Mindfulness recording on MyStJoes, using the EAP services, or scheduling a Wellness class such as Zumba, Boot Camp, Yoga, or Mindfulness into your calendar. From there, you may be surprised to see a ripple effect occurring and self-care strategies becoming a bit more natural and easier.

We encourage you to take the first step by making one small change today to better care for your personal wellbeing using some of the resources below. ●

Mental health and gender
A microsite from your EFAP
[Visit now](#)

For additional scheduling and resources:

- ☑ MyStJoes > Employee Wellness
- ✉ wellness@stjoes.ca
- ☎ 905.522.1155 ext. 37689

St. Joseph's Healthcare Hamilton | Employee Wellness Program



eScript is an Update to Our Dictation & Transcription System.

- Dictated reports are now easier to find and easier to read
- If you are a dictator, you will notice the same great service with a minor change to how you enter information at the beginning of your dictation

Arriving June 1st!
As a result of this change clinicians and staff will experience reduced turnaround time and quicker access to patient reports.



Students & Parents! You are invited to **apply** for one of HMECU's "Focusing on our Future" scholarship awards including the **Charlie Collura Student Leadership Award**

Submission deadline is July 5th, 2016
* Conditions apply. Visit our website for details.

HMECU Healthcare and Municipal Employees Credit Union™
St. Joseph's Healthcare Hamilton Branch
Charlton Campus, Room G1104, X 32910
www.HMECU.com

HOURS OF OPERATION
Mon, Tue, Thu, Fri..... 8:30am to 4:30pm
Wednesdays..... 10:30am to 5:00pm
Closed daily from..... 1:30pm to 2:30pm

2016 Nursing Excellence Awards

A record 209 nominations were received for Nursing Excellence & Robertson Memorial Awards this year recognizing exemplary achievement across all nursing domains. These nurses represented the best of the profession and St. Joseph's Healthcare Hamilton, and highlighted the important contributions of nurses to quality care. Congratulations to all of the 2016 award nominees. ●

The 2016 award recipients were:

- Mental Health & Addiction Nursing - Karen Albert
- Surgical Nursing - Erika Fairservice
- Women's & Infants' Nursing - Connie Bene
- Critical Care Nursing - Stephanie Stokes
- Emergency/ Ambulatory Nursing - Shelley Sinclair
- Medical Nursing - Annalisa Voskamp
- Preceptorship/ Mentorship - Jacqueline Brignall
- Star on the horizon - Dan-Bi Cho
- Nursing Education - LeeAnn Harris
- Nursing Research - Susan Alliston
- Nursing Leadership - Pat Ford
- Robertson Memorial Award - Waterfall 1 Nursing Team



- Larisa Volman, Director of Nursing, MHAP presents Karen Albert, RN with the Excellence in Mental Health and Addiction Nursing Award



- Anne Marie MacDonald, Director of the Surgical Program presents Erika Fairservice, RPN with the Excellence in Surgical Nursing Award



- Jackie Barrett, Director of Women's and Infants' program, Critical Care and Clinical Informatics presents Connie Bene, RN with the Excellence in Women's and Infants' Nursing Award



- Anne Marie McDonald, Director of the Surgical Program presents Stephanie Stokes, RN with the Excellence in Critical Care Nursing Award



- Julie Homes, Director of Ambulatory Services presents Shelley Sinclair, RN with the Excellence in Emergency/Ambulatory Nursing Award



- Rick Badzioch, Executive Director, Renal Program presents Annalisa Voskamp, RN with the Excellence in Medical Nursing Award



- Cheryl Evans, Acting Director of Nursing-Acute Care & Ambulatory Services, Complex Care and Rehab presents Jacqueline Brignall, RN with the Excellence in Mentorship/ Preceptorship Award



- Larisa Volman presents Dan-Bi Cho, RN with the Star on the Horizon Award



- Larisa Volman presents LeeAnn Harris, RPN with the Excellence in Nursing Education Award



- Cheryl Evans presents Susan Alliston, NP with the Excellence in Nursing Research Award



- Winnie Doyle, VP of Clinical Services & Chief Nursing Executive presents Pat Ford, NP with the Excellence in Nursing Leadership Award



- Waterfall 1 Team accepting the Robertson Memorial Award

World Hand Hygiene Day Save Lives: Clean Your Hands

Preventing the spread of drug resistant organisms was the focus of this year's World Hand Hygiene Day on May 5, activities also included a roadshow taking place across St. Joseph's Healthcare Hamilton. These events coincided with a global initiative of the World Health Organization, *SAVE LIVES: Clean Your Hands* and the national campaign of the Canadian Patient Safety Institute, *STOP! Clean Your Hands Day*.

Over the course of three days, Infection Prevention And Control (IPAC) staff were busy thanking hospital employees and spreading hand hygiene awareness in an effort to promote clean hands all around the world. St. Joe's urges healthcare workers to practice good hand hygiene for patient safety as well as their own. Activities included an information booth, poster design contest and an alcohol-rub dispenser decorating contest and prize give-a-ways. On behalf of the Infection Prevention And Control Department, we wish to extend a thank you to all the staff that participated in this year's World Hand Hygiene Day activities at each Campus making it a huge success!

We also wish to extend a very special thank you to all of our generous donors including St. Joseph's Public Affairs Department, Ecolab, Gojo Purell, Instant Imprints, and Aramark for providing prizes. Congratulations to all of our winners! ●



- The IPAC team with some St. Joe's staff celebrating World Hand Hygiene Day



- Dispenser decorating winners from Charlton, West 5th, & King Campuses



- Poster winners from Charlton, West 5th, & King Campuses

To contact the Infection Prevention And Control Department, Central Line for all Campuses: 905.522.1155 ext. 33385 infection@stjoes.ca

BREATHE EASY New Smoke-Free Ontario Act clears the air at hospitals across the province

Under the Smoke-Free Ontario Act, it is now illegal to smoke any where on hospital property in Ontario.

In compliance with the new Act, St. Joseph's Healthcare Hamilton is implementing a new 100% Smoke-Free Policy in the coming weeks. As a healthcare organization, we want to ensure that those who work, visit and receive care are not exposed to the health risks associated with second-hand smoke and can breathe easier while on-site.

With this new Act, St. Joe's joins all hospitals across Ontario which are now mandated under the **Smoke-Free Ontario Act** to prohibit smoking on hospital grounds.

"I smoked for several years and quitting was one of the more difficult things I've done," says Shane Dawson, Unit Support Service Provider, Environmental Services Department. "When St. Joe's implemented a smoke-free environment it made it so much easier for me to quit and not go back. It's hard to quit, but being in a smoke-free work environment has helped me on my journey."



Proud to be smoke-free

As a healthcare facility and home to the prestigious Firestone Institute for Respiratory Health, St. Joe's is committed to assisting in the prevention of medical conditions such as lung cancer, chronic obstructive pulmonary disease, asthma and other respiratory conditions that can be caused by smoking and the effects of second-hand smoke.

Patients at St. Joe's who are thinking about quitting smoking should ask their healthcare team for resources to help them. There are also a number of different resources and programs available to staff, physicians, learners and volunteers to go 100% smoke-free by contacting:

Tobacco Program Coordinator
905.522.1155 ext. 33492

Employee Wellness Program
905.522.1155 ext. 37689

For more information about St. Joe's being 100% Smoke-Free, please contact John Scozzari, Manager Security Services

905.522.1155 ext. 35868

jscozzar@stjoes.ca

www.stjoes.ca/SmokeFree

What 100% smoke-free means at St. Joe's

- Under the new Smoke-Free Ontario Act, **smoking is prohibited** on all hospital Campuses and hospital owned properties, including gardens, parking lots, in parked cars on our sites and within 9 metres of hospital entrances or exits. This also includes St. Joe's off-site programs and services throughout the province.

- Campus Security Professionals will issue a **Witness Report** to anyone who is smoking on hospital owned property.

- Anyone smoking on hospital property in Ontario can face a maximum **fine of \$1,000** for a first offence, issued by a City of Hamilton Enforcement Officer.

www.Ontario.ca/SmokeFree

Call for Nominations *Mission Legacy Award*

Presented by the Sisters of St. Joseph of Hamilton

The Sisters of St. Joseph of Hamilton's Mission Legacy Awards are the highest honour bestowed by our organization recognizing those who have contributed in an exceptional manner to the health care ministry of the Sisters of St. Joseph of Hamilton & St. Joseph's Healthcare Hamilton (SJHH) and/or the St. Joe's Foundation (SJH Foundation).

Any individual(s) (internally or externally) is welcome to nominate a deserving member of the St. Joe's community as a candidate to receive this award.

Nominations must include an explanation on how this individual or group/team has gone above and beyond the call of duty to contribute to the legacy and Mission of the Sisters of St. Joseph of Hamilton, St. Joe's Hamilton, the St. Joseph's Health System and/or the St. Joe's Foundation.

Nominations received by Friday, June 17th will be considered for the 2016 Awards. ●




Those eligible are any of the following individual or group/team:


- Employees (frontline to management)
- Physicians
- Posthumous candidates
- Sisters of St. Joseph of Hamilton
- Volunteer Board Members
- Volunteers

For more information and to download a nomination form:

 www.stjoes.ca/MissionLegacyAwards

 905.522.1155 ext. 32097

 jfry@stjoes.ca

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St. Joseph's
Healthcare  Hamilton
FOUNDATION

A new season of Payday Payouts is here with more tickets than ever before!

Visit stjoesfoundation.ca/paydaylottery and sign up today for your chance to win over \$8,000!

PAYDAY PAYOUT LOTTERY WINNERS

April 22, 2016

Jessica Savoie-Hvorup
Sleep Lab
Charlton Campus
\$9,007.50

May 6, 2016

Linda Malas
Clinical Teaching Unit North
Charlton Campus
\$9,112.50

May 20, 2016

Debbie Fillmore
Home Hemodialysis
King Campus
\$9,124.50

connections

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Send your comments, suggestions or story ideas to:
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