

connections

MARCH • 2015

PATIENT SAFETY SUPERHEROES THE MIGHTY METRIC MEASURER AND THE QUEST FOR QUALITY



TAMMY KEDDY, RN
CHARGE NURSE

They walk among us every day, frequenting all hospital units, disguised as a band of healthcare professionals. You may have noticed their advanced skills and exceptional abilities. Over the past months, we have come to know them by their true identities! They are the Patient Safety Superheroes!

In March we're focusing on the mighty power of metrics! You may not realize it, but the small things you keep track of every day really add up to improving the quality of care for our patients.

For example, at the West 5th Campus our mental health inpatient units are all striving to reduce the occurrence of seclusions, which involves isolating a client when they may be of harm to themselves or others, only after all de-escalation techniques are exhausted. As an organization, our philosophy is to minimize when this must happen because evidence tells us that this is what is best for our clients' well-being and healing.

Like many units, all of the clinicians on the Concurrent Disorders inpatient unit view the client as a part of the

healthcare team. Clients and clinicians work together to develop comfort plans that help provide a custom guide for de-escalation during difficult situations, which can help reduce the occurrence of seclusions. The team is also learning that they can influence and measure additional features of seclusions to improve the quality of their clients' care.

"While we do still have occurrences of seclusions, we're also carefully tracking and seeing positive results in reducing the total amount of time our clients are experiencing seclusion as a last resort for care," says Tammy Keddy RN, charge nurse on the Concurrent Disorders inpatient unit. "To help reduce the amount of total time spent in seclusion for a client, our clinicians immediately re-establish the therapeutic relationship, reassuring our client that they don't have to start from scratch in their progress and we're here to help."

Every occurrence and total time spent in seclusion is logged by the clinicians on the unit. Each occurrence has a debriefing where the team asks themselves what they could do better and what resources

could help improve the outcome. Weekly, the team leaders, including Tammy and her manager, Holly Raymond, come together to determine ways to bring debriefing results into feasible practice. Once a quarter, the entire unit is presented with their rates for both occurrences and total time, and then they reflect on their cumulative effort.

"Our team is seeing the results of a positive culture shift," says Tammy. "We can all easily trace the connection between our collective dedication to transforming how we work, to better results each quarter, to ultimately providing a more caring and healing experience for our clients." ●

WHAT IS

BetterHealth BetterExperience?

Learn more on MyStJoes!



The Globe and Mail @globeandmail • Feb 26 2015

'We're just regular people': CBC documentary shines light on what it's like to be transgender: trib.al/dJ8LHD2



CBCHamilton @CBCHamilton • DATE

Hospital suicide: Many obstacles to prevention @STJOESHAMILTON doc tells @metromorning cbc.sh/OXyqKPP



LiUNA's Gift Leaves a Mark and a Name

on Seniors Mental Health Care at St. Joe's

On January 26, 2015, The Labourers International Union of North America (LiUNA local 837) was on site at St. Joseph's West 5th Campus to celebrate the naming of the LiUNA Seniors Mental Health Outpatient Clinic. The clinic was named in honour of a \$500,000 gift from the union to St. Joseph's Healthcare Foundation's Timeless Care, Tomorrow's Discoveries Campaign in 2013.

The LiUNA Seniors Mental Health Outpatient Clinic provides programs and care for individuals aged 65+ who are living with anxiety, depression, substance use concerns, behavioural complications of dementia or Alzheimer's disease, or chronic mental illnesses like schizophrenia or bipolar disorder which are further complicated by the aging process.

"As the union that has represented and protected so many workers in this community, it's incumbent on us to

ensure that when those workers, or their friends, families, loved ones or neighbours require mental health care, or care of any kind really, they will be able to count on St. Joe's. We hope our support of the Hospital will help to do just that," said Mr. Joseph Mancinelli, International Vice-President and Regional Manager of LiUNA.

Foundation President & CEO, Sera Filice-Armenio spoke about LiUNA's support of St. Joe's at the unveiling event. "For twenty years, LiUNA has shown their support of St. Joe's in so many ways: Through participating in events like the Around the Bay Road Race, sponsoring signature events like our Holiday Gala, and more recently through a remarkable campaign gift that is truly helping to support hope, healing and discovery at our Hospital. We're honoured to have the LiUNA name associated with St. Joe's." ●



Pictured at the January 26th unveiling of the LiUNA Seniors Mental Health Outpatient Clinic are: Ms. Sera Filice-Armenio, President & CEO, St. Joseph's Healthcare Foundation, Ms. Julia Baxter, Clinical Manager, LiUNA Seniors Mental Health Outpatient Clinic, Dr. Maxine Lewis, Clinical Head of Service, LiUNA Seniors Mental Health Outpatient Clinic & Outreach Programs, Mr. Joseph S. Mancinelli, International Vice-President & Regional Manager, LiUNA, Mr. Manuel Bastos, Business Manager, LiUNA, and Mr. Riccardo Persi, Secretary-Treasurer & Assistant Business Manager, LiUNA.



This Year's Around The Bay Road Race attracted more St. Joe's runners than ever before...but a few more medical team volunteers are needed!

Thousands of walkers, runners and fundraisers (including more St. Joe's staff than ever before) are training for the legendary Around the Bay Road Race on March 29 but many are unaware that a dedicated group of volunteer medical professionals are busily preparing to watch over them on race day.

Our own Dr. Patricia Murphy, a psychiatrist at the West 5th Campus, is heading up the Bay Race's Volunteer Medical Team and she has room for more St. Joe's health professionals seeking to lend a hand at this historic event that supports our Hospital. Medical Team members play a vital role by providing first-aid and medical attention to participants on race day, and by offering advice on safety and preparedness planning in the weeks leading up to the race.

"We are always prepared for the worst while expecting the best from a very fit field of participants," says Dr. Murphy. "We're a little short on medical team volunteers this year, so I'm putting a call out through Connections! ●



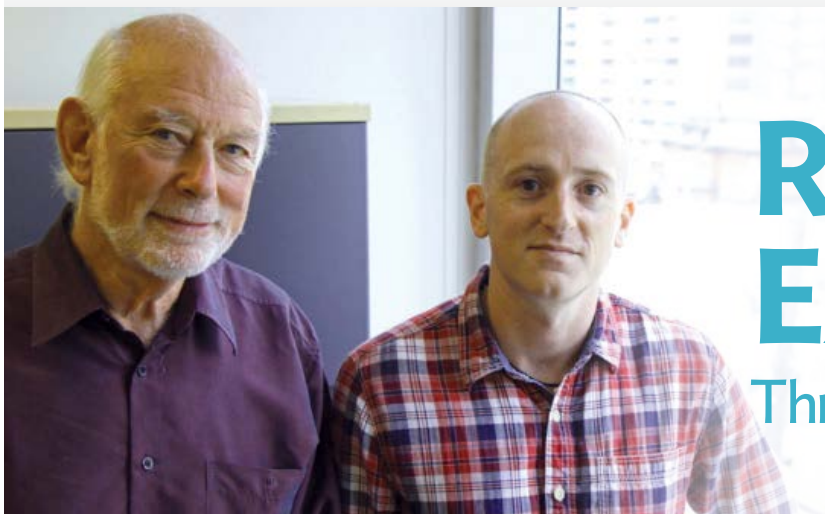
In 2014, Dr. Patricia Murphy (second from right in second row) and her Volunteer Medical Team kept a watchful eye over thousands who ran and walked in the Around the Bay Road Race.

What You Need to Know to Volunteer for the Medical Team at the Bay Race:

Bay Race Medical Team Volunteers need a current CPR certificate and experience as a nurse, first responder, paramedic or physician. Senior nursing and medical school students can also apply. This is a unique opportunity to be part of an event that has been part of the fabric of our city for more than a century.

What You Need to Know about Team St. Joe's in the Around the Bay Road Race

Did you know that this year there are 15 departmental teams from St. Joseph's Healthcare Hamilton taking part in the Bay Race? It's true and it's more Team St. Joe's participants than we've ever had before! From eye medicine to bariatric care, and from the ICU to the West 5th Campus, St. Joe's staff are warming up to this signature running & fundraising event that supports our Hospital. As an added benefit for Team St. Joe's participants, departments that raise \$10,000 or more can designate those funds back to research in their own area of St. Joe's! So go ahead, score for your floor...or department...by taking part in the Around the Bay Road Race.



Reinventing Exploration

Through Probiotic Research

Driven by a passion for the the pursuit and sharing of knowledge, our researchers are challenging traditional ways of thinking to improve patient care.

Established in 2003, the Brain-Body Institute was founded at St. Joe's in partnership with McMaster University in order to determine connections between the brain and the gut.

Since then, Dr. John Bienenstock and his research colleagues, Drs. Wolfgang Kunze and Paul Forsythe have conducted a number of studies using mouse models that have uncovered how probiotic bacteria in the gut can affect the gut's nervous and immune systems as well as mood and behavior.

"Every day, we carry around one kilogram of bacteria in our gut," states Dr. Bienenstock. "Our early work has suggested that changes in the types of bacteria present in the gut can influence the way that we feel!"

Earlier work by the team has shown how certain nerves in the intestines communicate with the brain.

Recently, Dr. Bienenstock and his team received a \$1.5 million grant from the US Office of Naval Research. This grant will fund some of the team's future studies that will

try to determine whether changing the balance of microbes in the gut can protect and possibly treat individuals with chronic stress problems including anxiety and PTSD.

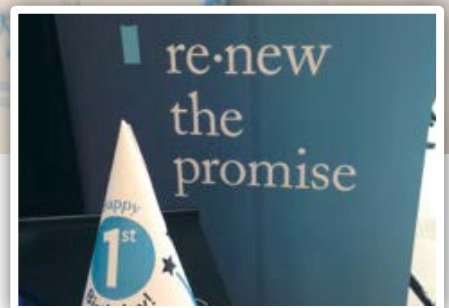
In the past, scientists and clinicians weren't aware that the brain and the gut were connected so closely. By working together to explore new pathways in the nervous system and discover new potential treatments for anxiety, depression and PTSD, St. Joe's researchers are reinventing the way that we look at the brain and behavior. ●



Dr. John Bienenstock and Dr. Paul Forsythe are studying the effects of gut bacteria on hebaviour.
(Photo Credit: Jeff Green/CBC)

West 5th Birthday

Celebration & Marketplace



St. Joe's staff, patients, volunteers and learners gathered to celebrate the one year mark since the official opening of the Margaret and Charles Juravinski Centre for Integrated Healthcare at the West 5th Campus – a major milestone in our journey to reimagine care.

Just over one year ago, 200 patients and the contents of an entire hospital were moved to the new building with the help of over 500 staff and volunteers. This was a momentous accomplishment, marking a new era of care where patients can receive holistic care for the body,

mind and spirit in a building that was truly designed to provide the best environment for healing and recovery.

Now, one short year later, we celebrated a successful transition into our beautiful new space, where together we continue to demonstrate a strong vision for learning, research, and for comprehensive, integrated care.

This was not only a celebration of the building, but of the staff who bring the space to life, and of the new synergies between programs and services that enhance the care we are able to provide.

The West 5th Campus breaks down barriers often associated with mental illness by integrating mental health, medical care and research under one roof to reject stigma and best serve our community.

We look forward to many more exciting milestones to come. Happy birthday, West 5th Campus! ●



Dr. Higgins, President and staff celebrate one year at the new West 5th Campus.

Your Voice is Important!

Have you ever been faced with an ethical dilemma in the work place and didn't know how to voice your concerns?

St. Joseph's Healthcare Hamilton is committed to the highest ethical standards of honesty and integrity in collaborating with our patients, employees, professional staff, learners, volunteers and suppliers. Our goal is to maintain an ethical and transparent culture that reflects our values and beliefs as an organization.

To continue building an ethical culture every employee is expected to practice honesty and integrity in fulfilling their responsibilities and complying with all applicable laws, regulations and hospital policies.

All staff have the right to report any concerns or acts of wrong doing that they may become aware of in a safe environment. When faced with an ethical dilemma in most situations your immediate supervisor or manager may be in the best position to address your concerns. In situations where you don't feel comfortable talking to your supervisor or manager, you are encouraged to speak with the next level manager or seek assistance from Human Resources, the Bioethicist, the Chief Privacy Officer, the Risk Management department, a professional practice lead, related regulated college, or in case of a physician,

you may contact the Head of Service or Chief of Department.

If you are faced with a grave concern and still don't know who to turn to St. Joe's offers a whistleblower service called CARE (Confidential, Anonymous Reporting for Employees) provided by *Grant Thornton LLP*, a third party organization. "CARE offers an important additional resource for all members of our staff and serves to complement our comprehensive Ethics Program," states Steve Abdool, Bioethicist, St. Joseph's Health System. "Any member of staff, who has reasonable grounds to believe that an unlawful, unsafe or unethical act has been committed, which compromises our patients' care and likely erodes public trust and integrity in our hospital has a professional and moral obligation to act on the basis of what she/he has observed or was subjected to."

Contact the Ethics Reporting Hotline or make an online report:



1-855-484-CARE(2273)

www.GrantThorntonCARE.ca

usecare@ca.gt.com

Once the report has been submitted and reviewed, it will then be assessed and evaluated. The reporter will be consulted and an investigation will be opened at which point an appropriate resolution will begin. All methods of communication are confidential.



Grant Thornton

An instinct for growth™



CONNECTING SOUTH WEST ONTARIO

ClinicalConnect™

Improving patient care & safety through the delivery of electronic health records across South West Ontario

Using ClinicalConnect, healthcare providers can increase efficiency with fast, secure, web-based access to their patients' health records.

To learn more and to get connected, please visit info.clinicalconnect.ca or email getconnected@clinicalconnect.ca



5 Questions with St. Joe's Bioethicist Steve Abdool

How does ethics play a role in health care?

Ethics in health care is the rational examination of what constitutes 'right' and 'wrong,' the human, legal and moral rights that we have, and the associated duties and obligations that health care professionals have to their patients.

As Organizational or Corporate Ethics, it is concerned with the trust and integrity of all organizational activities, such as creating and monitoring the environment for the consistent provision of holistic, optimal and compassionate care to all patients, acting as good stewards of scarce health care resources, and our respectful and collaborative relationship with our community care partners.

Can you explain your role as Bioethicist for St. Joseph's Health System?

I work closely with robust Ethics Committees at the various organizations within St. Joseph's Health System, providing ethics support and services to the organizational community. The various services the Ethics Program provides are:

- **Ethics Consultation regarding Organizational Ethical Dilemmas and Clinical Ethical Dilemmas:** I am available to assist patients, their families, staff and physicians to effectively address complex ethical issues and dilemmas. I am also available to Senior Management and the Board to assist them to effectively explore and address issues relating to corporate/organizational ethics, our faith-based mission and core values.
- **Ethics Education:** I provide ethics education on a regular basis, in the form of Ethics Grand Rounds and Ethics Unit-based Rounds for all of the System's community.
- **Ethics Debrief/Roundtable Sessions:** I offer regular Ethics Debrief/Roundtable sessions on selective units and areas, where health care professionals are particularly susceptible to 'moral distress' and 'compassion fatigue.'

- **Policy Development and Review:** I lead committees to develop ethics-related policies and guidelines.
- **Research Review:** I actively participate in our Research Ethics Board where we rigorously review research protocols prior to their implementation.

How does the Ethics Program help?

When faced with difficult choices regarding medical and mental health treatments this program offers guidance and support 24/7 to patients, families, staff, physicians, students, volunteers and the organization. The program also helps build ethics capacity and integration at all levels of the organization.

Can you tell us about your family and where you are from?

I have a charming wife, Alison, and three lovely adult children. Most of my life outside Canada has been spent in a very beautiful and quaint village in Essex, England. I met my wife when we were both students on our practicum at the same hospital in London, England.

How do you like to spend your time outside of work?

Both my wife and I feel very passionate about the poverty-stricken, the stigmatized and marginalized, and so we volunteer in several community-based organizations. I am an avid reader of a variety of scholarly books in philosophy, bioethics, history and theology. I also love nature and try to go hiking on numerous trails both here in Canada and the UK with my wife.


Do you want to want to quit smoking cigarettes?

The City of Hamilton Public Health and St. Joe's Tobacco Initiative team is pleased to offer an on site opportunity for any staff members interested in a smoking cessation program. Staff will take part in an education session, and receive a five week course of Nicotine patches. Ongoing support will be available.

Please contact Meridene:

mhaynes@stjoes.ca

To register contact:

 905-540-5566 ext. 1



March is Nutrition Month

Nutrition month is a time to remind ourselves about the importance of healthy eating and the positive impact nutrition has on our health and well-being. Nutrition month 2015 is dedicated to helping Canadians eat well at work.

Please join the St. Joseph's Dietitians in celebrating Nutrition Month with informative games, food samples, and prizes!

DATE: March 25th
TIME: 11am-2pm
LOCATION: 2nd Floor Tower,
Charlton Campus

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

February 27, 2015

Sandra Costa
Research
Charlton Campus
\$8,212.50

February 13, 2015

Jacqueline McKinley
Diagnostic Imaging Admin
Charlton Campus
\$8,202.00

connections

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

Send your story submissions to:
Public Affairs Department
Tel: 905.522.1155, ext. 33423
Email: epower@stjoes.ca

Connect with us:
www.stjoes.ca

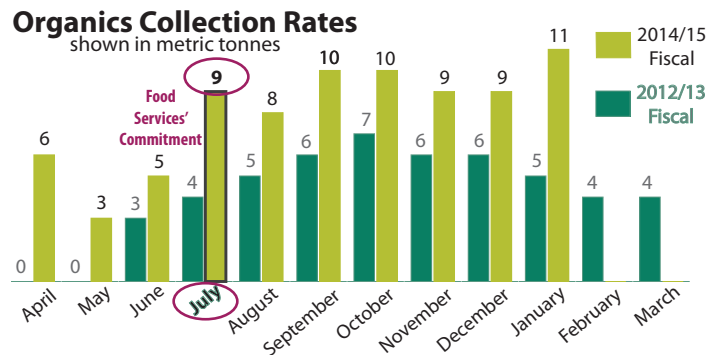
@STJOESHAMILTON
St. Joseph's Healthcare
and Foundation
St. Joseph's
Healthcare Hamilton
St. Joseph's Healthcare
and Foundation
stjoeshamilton

MAKING WASTE COUNT

How St. Joe's Improves Environment Health with an Organics Program

In an effort to curb the environmental impact of our healthcare food services, St. Joe's started an organic waste separation program in July 2013 in our food preparation areas. The initial impact of this program was large: for example, Food Services at Charlton collected almost four tonnes of organic material during the first month alone. After reviewing the program, the ECO Program identified the opportunity to capture more organics waste and boost recycling at the same time. So almost a year later, Food Services Charlton committed to implementing a small process change when disposing of patient food waste. This process change resulted in doubling Charlton's monthly organics diversion AND increasing Charlton's recycling by two tonnes per month.

Following this lead, our colleagues working at Tim Horton's have also begun to collect coffee grind and food waste. The collective impact of these small daily actions is staggering: The Charlton Campus alone will divert over 100 tonnes of organic material from the landfill each year!



DID YOU KNOW...

Organic material sent to landfill rots and releases methane, a greenhouse gas pollutant 21 times more harmful than carbon dioxide?

Introducing Charlton Cafeteria's

ORGANICS PROGRAM

Why send organics to the landfill when we can use the organic waste stream and contribute to making a healthier environment? The cafeteria at Charlton Campus began "post-consumer" organic waste collection at the end of February. This centralized organics collection allows those eating within and outside of the cafeteria to dispose of organic waste properly.

Become a CHANGE CHAMPION

Most of us care about our impact on the environment but we find it hard to translate this into our work setting. The ECO Program has launched our "Change Champion" advertisements to pay tribute and encourage large and small scale environmental action in the workplace. When we understand that small actions add up, we come to know that working together creates large scale and lasting change.

Want to become a champion or feature a team, group or colleague taking environmental action at work? Have ideas for our *ECO Challenges*? Contact the ECO Program at eco@stjoes.ca.

How it Works:

Place compostable material into the bin.

How it Doesn't Work:

Placing large volumes of non-compostable items in the organic stream contaminates the entire bag.

Make it Work:

Follow the signage posted above the bins and ***make your waste count!***

ECO SNACK & LEARN

Making Recycling Work in a Clinical Setting

King Campus
March 17
11:30 am - 1:00 pm
Room 2403

General Meeting #1






Charlton Campus
March 27
11:30 am - 1:00 pm
Classroom A

Note: General Meetings will be held on the last Friday of every month at rotating campus locations

Seeking ECO ALLIES

The ECO Program is seeking members for our ECO Allies group. The ECO Allies drive grassroots initiatives and engage colleagues with the environmental sustainability strategies of the ECO Program. Responsibilities for ECO Allies range wide from receiving emails to being an ECO Team Lead. Get involved by attending a Lunch & Learn, a General Meeting, sending an email or visiting our MyStJoes page!



	HOURS	SERVICE & LOCATION	CURRENTLY AVAILABLE
CHARLTON	Time in HERE 	Cafeteria: Mary Grace Wing, level 2 Look for the “Get the Good Stuff” logo or visit liveitgood.ca to guide meal choices	Made to order salads Short order grill items; fries, burgers, pizza, chicken wraps Assorted wraps, vegetarian and vegan paninis, sushi, Grab-and-Go sandwiches, yogurt, cheese, fresh fruit and fruit cups Self-serve Tim Hortons coffee and tea Chilled beverages – milk, water, juice and pop
	Mon-Fri (Full service) 7:30a.m. – 3:00p.m. Mon-Fri (Self service) 3:00p.m.-5:00p.m.	Tim Hortons: Main lobby – level 1 (full service) Tim Hortons: Fontbonne – level 1 (service counter) timhortons.com/ca/en/menu/nutrition-and-wellness-resources.php	Sandwiches, wraps, soup, chili, muffins, donuts, bagels Hot and chilled beverages Muffins, tea biscuits, croissants Hot and chilled beverages
		Vending Machine with microwave available: Cafeteria entrance – Mary Grace level 2 Eight additional vending machines	Assorted sandwiches and wraps, hot and cold cereals, almonds, protein and granola bars Snack items and chilled beverages – milk, water, juice and pop
	Mon-Fri 8:00a.m.- 8:00p.m. Sat - 10:00a.m.-5:00p.m. Sun - 12:00p.m.-5:00p.m.	Conveniently Yours convenience store: Main lobby	Gluten Free Snacks, Weight Watchers Candy and Bites, Nutritional/Energy Bars, Pure Fruit Juice Drinks, Summer Fresh “Snack n Go” Hummus and Salads
KING	Mon-Fri 7:30a.m.- 2:00p.m.	Cafeteria: lower level	Made-to-order hot & cold sandwiches, soup, salads, fresh fruit, fruit cups, yogurt parfaits Short-order items; fries etc. Starbucks coffee and tea Chilled beverages
		Vending Machines: Upper level near Pharmacy, Lower level at bottom of stairs, Urgent Care and between dialysis/geriatrics	Granola bars Protein bars Hot and cold beverages Snack items
WEST 5TH	Mon-Fri 8:00a.m.-9:00p.m. Sat & Sun 9:00a.m.-4:00p.m.	Colours Café: level 2	Sandwiches, soup, fruit cups, bagels, salads Coffee and tea
	Mon-Fri 7:30a.m.-5:00p.m. 	Cafeteria: level o Atrium Look for the “Get the Good Stuff” logo or visit liveitgood.ca to guide meal choices	Salads, soup, Grab-and-Go sandwiches, fresh fruit, fruit cups, yogurt parfaits, Tim Hortons coffee, tea, donuts and muffins Chilled beverages – milk, water, juice and pop
		Vending Machine: Cafeteria, level o Atrium and Inpatient Zone, galleria beside gymnasium – level 2	Granola bars, protein bars Snack items Hot and cold beverages

For more information, contact:

connections // MARCH 2015



PRINCIPLES OF MINDFULNESS:

- Mindfulness is deliberately paying attention, non-judgmentally.
- Mindfulness encompasses both internal processes and external environments.
- Mindfulness is being aware of what is present for you mentally, emotionally and physically in each moment.
- With practice, mindfulness cultivates the possibility of freeing yourself of reactive, habitual patterns of thinking, feeling and acting.
- Mindfulness promotes balance, choice, wisdom and acceptance of what is.



MINDFUL EATING IS:

- Allowing yourself to become aware of the positive and nurturing opportunities that are available through food preparation and consumption by respecting your own inner wisdom.
- Choosing to eat food that is both pleasing to you and nourishing to your body by using all your senses to explore, savor and taste.
- Acknowledging responses to food (likes, neutral or dislikes) without judgment.
- Learning to be aware of physical hunger and satiety cues to guide your decision to begin eating and to stop eating.



SOMEONE WHO EATS MINDFULLY:

- Acknowledges that there is no right or wrong way to eat but varying degrees of awareness surrounding the experience of food.
- Accepts that his/her eating experiences are unique.
- Is an individual who by choice directs his/her awareness to all aspects of food and eating on a moment-by-moment basis.
- Is an individual who looks at the immediate choices and direct experiences associated with food and eating: not to the distant health outcome of that choice.
- Is aware of and reflects on the effects caused by unmindful eating.
- Experiences insight about how he/she can act to achieve specific health goals as he/she becomes more attuned to the direct experience of eating and feelings of health.



For more information, contact: