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Connections

A newsletter for the staff, physicians and volunteers of St. Joseph's Healthcare Hamilton

St. Joseph's Healthcare Chief Privacy Officer among first certified in Canada

Congratulations to Marnie Fletcher, our Chief Privacy Officer, who has been credentialed as a Certified Information Privacy Professional/Canada (CIPP/C) by the International Association of Privacy Professionals (IAPP). She is one of the first to be credentialed as a CIPP/C in the Canadian hospital sector.

The International Association of Privacy Professionals, the largest association of privacy professionals worldwide; an organization which has credentialed privacy professionals for several years, recently developed the first international certification for Canada. The CIPP/C is a credential that combines international privacy considerations and is targeted to the needs of Canadian privacy professionals and to anyone who manages information that is subject to Canadian jurisdiction.

The certification process involves the completion of a distance learning course and a five-part, two-hour examination that assesses understanding of Canadian private and public sector privacy laws, health information privacy laws, international privacy laws, and private and public sector compliance practices in provincial, federal and international jurisdictions. It also covers the general concepts of information security, online privacy and data flow management. Marnie was one of over 300 people who wrote the examination at

the IAPP Conference held in Toronto in October 2006.

Marnie has been with St. Joseph's Healthcare Hamilton since 2004, initially as Director of Health Information Services before assuming the additional responsibility of Chief Privacy Officer in June 2006.

After her appointment to her new role, Marnie, who has extensive confidentiality and privacy experience, felt an obligation to ensure she was current on what resources were available. She joined the IAPP and shortly thereafter decided to pursue the certification. The IAPP membership provides access to and regular networking opportunities with privacy professionals around the world. The IAPP is sponsored by many well known organizations expert in privacy and security including Deloitte and Touche, Microsoft, Sun Microsystems and American Express. Exposure to the IAPP has highlighted global privacy issues including identity theft, internet security issues, radio frequency identification (RFID) concerns, etc. and provides a context in which to promote and interpret healthcare privacy legislation. This credential is linked to the University of Alberta's Information Access and Protection of Privacy certificate program in which Marnie is currently enrolled. She expects that this will further expand her knowledge, specifically in the



Marnie Fletcher, St. Joseph's Healthcare's Director of Health Information Services and Chief Privacy Officer.

Canadian context and will provide more tools for her to perform in her new role.

As CPO, Marnie is currently focusing on developing and launching a culture of privacy here at St. Joseph's Healthcare. "The aspect of culture with respect to patient's personal health information is not solely the responsibility of someone like myself," she says. "We really have to get the word out that anyone who works with personal information, especially health information, is accountable to ensure complete confidentiality." Further she adds, "We are in an environment where hospitals are expected to share information in a transparent manner with our regional and LHIN partners. Now, more than ever, we need to ensure that we put in place processes that will support the provision of patient care without compromising the patients' right to privacy."



From the Office of the President

Staying Ahead of the Game

Ensuring the health and safety of our care team, patients and visitors, is of the utmost importance at St. Joseph's Healthcare Hamilton. Putting our staff first, both to ensure their health and to ensure we can continue to serve the community in the event of an outbreak or emergency, will continue to be a cornerstone of our emergency planning and day-to-day safety strategies. Through several events, including smaller outbreaks and even the SARS crisis in 2003, the SJHH team has already 'shown its stripes'.

Our strengths were evident with the recent release of the SARS Commission Report, which evaluates the Province's response to the SARS outbreak and provides recommendations on how the players in the health system should come together to better face a future challenge of this magnitude. When we compare this report to our current Pandemic Influenza Plan, what is clear is that St. Joseph's is at the head of the pack among its peers in the health system in addressing the central recommendations of the SARS Report. We are doing all that we can to ensure protective measures are in place for every department, program and service in the event a pandemic does arrive.

For example, as a result of our Pandemic Influenza Plan, staff working in direct patient care areas now have quick access to personal protective equipment. Strategies are also in place to back up the essential services that support the care mission of the hospital. In the event of a large scale emergency or infectious disease crisis, our response strategy is built on this proactive preparedness.

The Pandemic Influenza Plan itself was developed over 14 months under the leadership of Stephanie Trowbridge, an Infection Control Practitioner and the recent winner of our Commitment to Caring Award. Stephanie attributes the strength of the plan to her many collaborators and their approach, which looked at the hospital as a patient that required a head-to-toe assessment. The result is a thorough plan that can adapt to new information on the pandemic, or to other possible emergency situations.

Today, the global village is thankfully in what the experts call the "pandemic alert phase." As it stands, the bird-flu virus is not spreading between people. Although the pandemic may never arrive, our alertness is heightened to the possibility. My many thanks go out to those whose hard work continues to assure we are as prepared as possible.

*Kevin Smith
President and CEO*

Living the Mission

A regular column highlighting individuals who strive to live the Mission and spirit of St. Joseph's Healthcare on a daily basis.

My 21 year old niece, Stephanie, was in a tragic car crash in April of 2006 due to a drunk driver. She was rushed to the Hamilton General Hospital in critical condition with massive head injuries. At the end of June 2006, she was transferred here to St. Joseph's Continuing Care and she was in a deep vegetative state. She was then transferred to CCU and then to CTU. This is where she stayed until she died at the end of September.

There were several acts of kindness towards Stephanie from all the staff throughout the entire hospital, but two particular incidents really stand out in which her family will never forget.

Christine from Social Work knew that Steph's time would be short and knew

Stephy had three very close friends that were at the hospital every other day for the entire five months she was ill. So Christine took it upon herself to arrange a special sleepover party in Stephanie's room for Stephanie and her three best friends. On her own time and at her own expense, she arranged cots for them to sleep on, food to eat including a cake with Steph's name on it and movies to watch. Last but not least, she came into Steph's room after work and decorated her entire room with balloons and streamers to surprise her overnight guests. What an angel she was!

Then there were the wonderful caring nurses from CTU. They went above and beyond their line of duty for Stephanie

day after day, 24/7. I would like to mention a few of the special things the nurses did for Stephanie and our family. Besides the smiles and hugs they gave us day after day to help us all through this horrific time, they would also shower Stephanie with special care such as trimming and styling her hair, they did her finger and toe nails, tweezed her eyebrows and rubbed lotion on her back, arms and hands. While doing all of this, they told her stories, listened to music with her and talked to her, even though she could not hear them.

Stephanie received the most outstanding care and compassion that could ever be possible, here at St. Joseph's Healthcare.

Submitted by Wendy Yuhasz, EDS Dept.

Vascular Medicine Research Program at St. Joseph's Healthcare

Dr. James Douketis is a General Internist at St. Joseph's Healthcare, specializing in Clinical Thromboembolism and Vascular Medicine. Since joining the faculty in 1994, he has established and led the development of the highly successful Vascular Medicine Research Program.

The program currently oversees more than 20 research projects and in 2006, achieved more than 30 peer reviewed publications. Researchers affiliated with this program have, in addition to busy clinical practices, managed to secure in excess of \$8 million in research funding and have published many articles that have changed the way patients with vascular diseases are managed.

Dr. Douketis' personal areas of research interest are the treatment and prevention of both arterial and venous thrombosis as well as the development of guidelines used to manage obesity. Dr. Douketis has led the development of a peri-operative

anticoagulant clinic at St. Joseph's Healthcare. Aligned with the strategic directions of the hospital, this clinic facilitates the care of patients receiving blood thinning therapy, reducing the risk of avoidable complications due to bleeding and thrombosis around the time of surgery.

Simultaneously, Dr. Douketis has led the development of protocols that "manage" the care of inpatients. These protocols have simplified care, reduced the likelihood of error and reduced the chance that patients will develop blood clotting complications during their hospital stay.

Currently, the Vascular Medicine Research Program and its affiliated members are running projects examining

novel treatments to reduce the risk of heart attack and stroke, projects that

examine new and exciting oral blood thinning drugs, and the use of drugs to prevent blood clotting complications in the critically ill. Over the coming years, it is anticipated that this group will begin projects involving new therapies to manage obesity and diabetes, as well as studies designed to improve the ways that we prevent and treat stroke and heart attack.



Dr. James Douketis

"It is a privilege to work in such a stimulating research environment as McMaster and to work alongside a team of research personnel at St. Joseph's Hospital where dedication to research and patient care is second to none," says Dr. Douketis. "They deserve the credit for our collective success."



Artist and St. Joseph's Healthcare employee, Martin McGrinder

Painted mural in Geriatric Assessment Unit brightens St. Joseph's Healthcare

The patients and staff on the 4th Floor Geriatric Assessment Unit are looking at each day differently now that one of their communal rooms has been given a makeover.

Now gone are the dull hospital-white walls and in their place is a colourful, fun and childlike mural painted by local artist and St. Joseph's Healthcare's own, Martin McGrinder.

Unveiled on Tuesday, January 16th to media and employees, the mural with its lush green landscape, cottage and lake, creates a happier and therapeutic environment to the unit, its patients and staff. For McGrinder, he used his fond memories of his homeland of Ireland as his inspiration.

BODY WATCH

Comfort food made healthy

Comfort foods like a bowl of soup or a rich casserole on a cold day can make you feel warm all over. Making these meals nutritious and healthful can be easy.

Add more vegetables or beans to increase the volume and thickness of your comfort food dish. Dried navy, kidney or black beans are good options. Heavier vegetables like potatoes, turnips and carrots further increase the thickness and add lots of different nutrients.

Trim fat from meat before adding to the soup or stew and leave the chicken skin off to reduce fat even further. Browning meat first and draining the grease can make the dish even leaner. It's easy to make winter dishes healthy and tasty with a few adjustments.

Body Watch is a monthly column on health and nutrition written by the Dietitians of St. Joseph's Healthcare and Dietitians of Canada.

Sharing St. Joseph's Healthcare success internationally

In Canada, falls are considered the leading cause of injury-related death among older adults as an estimated 20 per cent of older adults who break a hip will die within one year. Approximately \$2.8 billion is spent annually on falls related healthcare.

In early October, Bev Greenwood, RN, ONC (O) and Charge Nurse in the Fracture/Orthopedic Clinic was given the opportunity to speak at the Association of Maltese Orthopedic Nurses (AMON) International conference in Malta. "My presentation highlighted the prevention of fractured hips here in Canada and the programs available both in the community and within our specific hospital to accomplish this goal," said Greenwood, past president of the Canadian Orthopedic Nurses Association (CONA).

Greenwood shared with an audience of over 250 international healthcare professionals St. Joseph's Healthcare's "collaborative and innovative approach" to handling falls and hip fractures in the community. This "bed ahead" 24/7 program for orthopedic fractured hip patients was developed in tandem with Hamilton Health Sciences. "This multidis-

ciplinary team has worked together to create a care path and standardized doctors' orders for these patients," Greenwood says. "The goal is to get the patient to the orthopedic unit within four hours of admission to the hospital if they are stable and if possible, have their surgery completed within 48 hours. This is the gold standard."

Greenwood also shared the falls prevention program that was recently implemented here at St. Joseph's Healthcare. The Falls Risk Assessment Tool, developed in 2006 by Stephanie Pust and Angela Speiler, is part of the initial assessment that is completed by a nurse upon admission to the hospital. Each level of risk is indicated by a specific colour; red for high, yellow for moderate and green for low. A colour card is then placed over the patient's bed to indicate

their level of risk.

"This opportunity to share the good work that we are doing was a wonderful experience," Greenwood admits. "The opportunity to meet and network with orthopedic colleagues from nine countries definitely opens the door to greater international communication and collaboration. As a nurse working at



Bev Greenwood (3rd from Right - Back Row) with Orthopaedic nurses from Malta, USA, Hong Kong, Wales, England and Canada.

St Joseph's Healthcare, it is rewarding to have had the hospital support me in this opportunity. It underpins the great work that we do! Sharing our successes as well as our visions toward good patient care is a special part of nursing."

The next CONA conference is scheduled for this May in Victoria B.C. and Bev Greenwood definitely plans to attend.

11th Annual Kidney/Urinary Conference

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- ✓ Understand grief and loss with Chronic Kidney Disease

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Celebrating Mental Health Week with Victoria Maxwell

St. Joseph's Mental Health Week Committee is pleased to announce that Victoria Maxwell, one of Canada's most sought-after mental health educators and speakers on depression and anxiety in the workplace, will be performing her award-winning comical one-woman show called *Crazy for Life* on May 7th, 2007 at the Sheraton Hotel.

Tickets for this event are:

- \$65 per person
- \$50 (if registered before March 30th)
- \$32.50 for family and students
- Consumers are free.

Crazy for Life is an entertaining and educational look at Victoria's own battle with and eventual acceptance of bipolar disorder and anxiety. From her first psychotic break while at a meditation retreat to the time she ran naked through an upscale Vancouver street in search of God, this self-described "bipolar princess" talks about her own experience and road to recovery, taking her audience along for the ride.

For more information on Victoria Maxwell, visit her website:

www.victoriamaxwell.com

More information or to register, please contact (905) 522-1155 ext. 6281.



Victoria Maxwell:
Self-described "bipolar princess"

Research Excellence...

A continuing series introducing you to our award-winning researchers highlighting their exciting and often ground breaking research. These researchers gratefully acknowledge the invaluable financial support of the St. Joseph's Healthcare Foundation.

Aching joints are not an inevitable part of getting older

by Dan Sanderson,
Research Marketing Assistant - FSORC

Dr. Karen Beattie, post doctoral fellow with Dr. Rick Adachi, states that Osteoarthritis, specifically in the knee joint, is a major health concern in North America and is the most common joint disease in Canada. The cost of Osteoarthritis is many-fold; including time off work, the cost of diagnosis (scanning), and the cost of treatment and rehabilitation. As our population ages, many are trying to stay healthier. According to Statistics Canada, in the coming decades, seniors will comprise a larger share of the Canadian population, growing from 3.5 million people in 1996 to an estimated 6.9 million by 2021.

People who were active as young people and who may have been injured at an early age are more susceptible to injury as they age. Knee and joint replacement is occurring at a greater rate than ever. In many cases, these replacements involve someone who was active when younger and sustained injury. On average, it costs about \$15,000 for diagnosis, replacement and rehab after replacement.

Dr. Beattie stresses that joint deterioration is not a process of getting old. Genetics have a role to play and lifestyle choices also play a part. For many, changes can be made though primarily in the area of weight control and moderation in exercise. Four times the weight of the body is forced on the knee when running. Keeping weight in the "normal" range and "not pounding around on joints too much" greatly enhances the chances of joint longevity. "Our goal is not just to keep the population active (as in athletics) but to enable people to perform everyday tasks such as walking, climbing stairs,

and actions like getting into/out of vehicles," states Dr. Beattie. Dr. Beattie is involved in leading edge research to develop ways to diagnose disease in its earlier stages that will help to maintain joint integrity. Using a small

1 Tesla MRI to view tissues in knee joints offers more information than what an X-ray can and earlier in the process of diagnosis and treatment. Whereas the healthcare industry is going bigger, with systems up to 7 Tesla being developed, Dr. Beattie asserts that "bigger is not always better" for her purposes.

With its small size, the 1 Tesla MRI is not as costly to run or maintain as the much larger MRI systems and scans can easily be read from elbow to fingertips and from knee joint to ends of toes. This system, the first of its kind in Canada, was purchased by the McMaster Institute of Applied Radiation Services (McIARS) using funding from a Canadian Foundation for Innovation grant. Similar MRI exist throughout the U.S., but they are used solely for clinical purposes.

There is a need to set the parameters for determining Osteoarthritis, much like the work completed a decade ago for Osteoporosis. By defining what a "normal" knee is, abnormality can then be diagnosed and a treatment prescribed. With analytical software developed at SJH, Dr. Beattie and her colleagues are also able to determine bone quality and the "integrity" of the bone through the use of X-rays. This was not previously possible. With application of this software, the X-ray now becomes a more effective analysis tool that can reveal the stages of a disease's process.

Currently, no treatment on the market can legitimately be called disease modifying. They cannot stop the disease from progressing. The result is an increasing gap as more and more people are being afflicted while there continues to be nothing to treat the disease. The ultimate goal of this research is to bring an effective drug to the market that ensures the disease process does not worsen so patients can maintain their current levels of activity or even improve them.

Dr. Beattie greatly appreciates the support of St. Joseph's Healthcare Foundation as her FSORC Post-Doctoral Award enables her to continue research within the same environment with the people and facilities she knows. (With other granting agencies, applicants are not able to apply for funding to stay in the same place for

post-doctoral study as they were for their Ph.D.). She received her Ph.D. from the Faculty of Health Sciences at McMaster University last year in the area of Physiology and Pharmacology.

The two-year award enables Dr. Beattie to get more of a study completed therefore making it more valuable than a one-year award. "It allows me to focus more of my time on research. I can dedicate time to my passion and the need that I see is there. It affords me the time to write papers, develop new studies, and apply for new grants. Also, being able to travel to conferences allows me to network with other people and build on their ideas." Helping people to remain physically active through research is a perfect fit for Dr. Beattie.



Dr. Karen Beattie

SJHH Psychologist awarded grant to benefit homeless youth

Congratulations to psychologist, Sean Kidd who received a knowledge transfer grant from the Social Sciences and Humanities Research Council (SSHRC), Canada's federal funding agency for university-based research and student training in the social sciences. The \$49,000 grant will fund a five-year, web-based strategy for the dissemination of information on youth homelessness.

"A lot of researchers and funding agencies are beginning to realize that there is a real limitation with researchers just taking the role of knowledge gatherers. A lot of relevant and useful information can end up in academic journals that most practitioners and policy makers don't read," says Kidd. "Taking the research knowledge-base and finding ways of translating it so that it is more accessible to front line practitioners, policy makers, and the public is increasingly becoming a priority."

In September 2006, the SSHRC and the

Department of Human Resources and Skills Development invited proposals that focused on knowledge transfer in the area of homelessness for grant eligibility. Kidd, who had already done a considerable amount of work in this area, both in Canada and the U.S., decided to answer the call and submitted his proposal for the development of a website that would "summarize massive amounts of academic research and information in to something practical, useful and readily accessible to a wide range of people including practitioners, policy makers, the public, and homeless youths themselves." Kidd's proposal was accepted and the \$49,000 grant was awarded in early December.

Kidd, along with co-investigator, Jeff Karabanow, a professor of Social Work at Dalhousie University, is now working on developing a website that will include areas of interest to all key audiences. "We are going to develop this in very close collaboration with practitioners, policy makers and homeless youths," says Kidd. Most of the \$49,000 grant will be taken up by the website development, with a proportion set aside to reimburse practitioners and youths for their input with the goal of maximizing key stakeholder input.

The website will host a number of features that will be of interest to various audiences. "We will be including profiles of key researchers in the field, online tutorials in areas such as health and safety and street survival for homeless youths and an interactive area where kids can post their artwork and comments," says Kidd. Though predominantly a Canadian site, agencies from all over the world will be invited to submit their own relevant resource information.

"As for advertising, we will be developing a postcard that will include the website address and a brief explanation of the website," Kidd explains. "With the help of a research assistant, we will distribute them to homeless youth services everywhere."

"With over one million youths known to be homeless in North America alone and with mortality rates of up to 40 times that of the general youth population, there is a tremendous need for closer collaboration between researchers, front line practitioners, and policy makers, says Kidd. "A means of knowledge transfer, such as the website we are putting together, will hopefully represent a significant move forward in facilitating these kinds of dialogues."

TOPSS celebrates a successful first year

by Sandra Rowan, Outpatient Manager - Schizophrenia Service

As a transitional case management program, TOPSS has offered bridging and follow-up for over 120 clients of the three inpatient schizophrenia units at St. Joseph's Healthcare. These clients are psychiatrically stable enough to be discharged from hospital but psychosocial needs require intensive follow-up while the clients await acceptance to a community care provider. TOPSS is based on the best practice of therapeutic relationships and utilizes the Transitional Discharge Model as the theoretical framework.

Accomplishments in the first year have been many. Community partnerships have been developed, the TOPSS team has developed an information brochure and presented at a Schizophrenia Round Table, and the TOPSS members have created a cohesive team. A feedback survey completed in September 2006 recognized the TOPSS role in community reintegration, continuity of care, relationship building, smoother discharge process and successful community tenure. With up to a year wait for some community services, TOPSS is filling this gap in services.

TOPSS could not be successful without the support of the inpatient staff, physicians and the schizophrenia leadership group. Congratulations to them and to the entire TOPSS team for an accomplished year.

A New and Improved Mass Email System

A new 'Information and Events' email will be disseminated every Friday by 1:00 p.m. with information for the coming week.

Individuals or departments wishing to submit information will be required to forward content to:

infoandevents@stjosham.on.ca

by no later than 12:00 p.m. on the Thursday prior to the week you/your department wishes the information to appear.



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Team St. Joseph?

Join Patricia Peters' running clinics at Bayfront Park. All runners, novice and experienced, are welcome to join the free running clinics offered by St. Joseph's official running coach, Patricia Peters. Peters has been an active runner for 14 years, and is an expert at providing support and teaching proper running techniques.

Training sessions are offered Mondays, Wednesdays and Fridays at 5:00 p.m. leaving from Bayfront Park. Patricia personally coaches runners on Monday and Wednesday evenings. Runners meet on Fridays to train with one another, using strength and endurance plans that have been designed especially for them.

or....

Visit Patricia's next clinic outside Old Navy at Limeridge Mall on:

Sunday, March 11th at 4:00 p.m.

Learn all about the history of the *Around the Bay Road Race* the logistics and manpower behind it. Also, what happens after The Bay?

For more information on registering for the race, visit St. Joseph's Healthcare Foundation website at
www.stjoesfoundation.ca

With Payday Payouts, we all win!

Every payday, staff members have a chance to win. To enroll, visit our website:
www.stjoesfoundation.ca

Proceeds from the Payday Payouts program support Employee Education grants for which all employees of St. Joseph's Healthcare Hamilton are eligible.

Congratulations to our latest winners!

Gina Posteraro from Schizophrenic Assessment and Treatment, ticket # 1753, won \$4060.50 on January 25th, 2007.

Robert Solek from Inpatient Pharmacy, ticket # 2980, won \$4069.50 on February 8th, 2007.

...and on February 22nd, 2007,

Donna Wood from Community Lab Service, ticket #2355, won \$4,090.50!

\$\$\$\$\$\$\$\$

Here are some of the very lucky winners who have won big in the St. Joseph's Healthcare Foundation Payday Payouts Program!

\$3,994.50



Karen DeBrau
January 11th, 2007

\$3,921.00



Andrea Brewster
November 2nd, 2006

\$4,006.50



Maria Watson
December 1st, 2006

\$3,756.00



Jamie Powell, Richard Shea,
Brittany and Brady Powell
July 27th, 2006

Will you be next?



St. Joseph's Healthcare Education Fund

Four times a year, St. Joseph's Healthcare Foundation invites hospital employees to apply for grants that will assist them with any educational and professional development opportunities that will enhance their knowledge and skills.

In 2006, a total of 77 applications were approved to assist staff with tuition fees, courses, workshops, and seminars. An incredible amount of just over \$53,000 was awarded, because of the Payday Payout Program. A further \$61,000 was made available from the Foundation's TD Grants in Medical Excellence for the benefit of staff education.

By participating in the St. Joseph's Healthcare Foundation Payday Payout 50/50 lottery, St. Joseph's Healthcare employees win in two ways. They have a chance to win nearly \$4,000 in the lottery and get the opportunity to be granted assistance in continuing education to enhance their qualifications. This year, the Foundation will be able to grant over \$100,000 to employee education initiatives, largely due to your support of Payday Payouts!

This is a letter sent recently to St. Joseph's Healthcare Foundation President, Rob Donelson, from Ruby Weresch, a nurse and education fund recipient at St. Joseph's Healthcare Hamilton.

Dear Mr. Donelson:

I would like to thank you for the \$1,000.00 I received from the St. Joseph's Healthcare Foundation Staff Education Fund to assist me with continuing education. Lifelong learning is necessary to manage changes in the health care environment. Advanced knowledge, skills and evidence-based practice provide the tools to achieve professional excellence and be an effective role model and leader. Enhancing my nursing knowledge will strengthen my communication and leadership skills at St. Joseph's Hospital to provide the best quality of life for my clients.

I will complete my BScN post diploma degree at Ryerson University in April 2007. The support and encouragement that I received from management and colleagues provided the synergy to complete the program in three years while working full-time. The financial assistance lessened the financial burden of this expensive undertaking.

Again, thank you for all the financial assistance you have provided me.

*Yours truly,
Ruby Weresch RN, CDE, BScN(c)*

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