



Kevin's Column

In preparation for the upcoming fiscal year, the Senior Executive Team recently completed an annual planning session. The objective of this meeting was two-fold:

- 1) To review the progress-to-date in meeting the goals identified in our strategic plan.
- 2) To identify our foci for the upcoming year in the implementation of these goals.

I am pleased to share that through your on-going commitment to the success of this plan, we have already made significant progress in many areas.

Key achievements include:

- A reduction in wait times and an increase in patient volumes in several clinical areas including orthopedics, CT, eye surgery, cancer surgery and kidney transplant.

- Implementation of several patient safety initiatives including the establishment

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Thanks for Going the Extra Mile!

\$150,000 raised for SJHH through the 114th Around the Bay Road Race



The sun was shining on our fair city on Sunday, March 30th. It warmed the backs and the racing bibs of 8,500 participants (including more than 60 staff members from St. Joseph's Healthcare Hamilton) as they converged on the city's downtown core to take part in the 114th Around the Bay Road Race in support of St. Joseph's Healthcare Foundation.

Alene Reta, a 26-year-old Ethiopian based in New York, won the 30k race in 1:33:06.0. Top of the 30k

female pack was Kenyan-born Lucy Njeri, 29, with a time of 1:48:28.1. The fastest Team St. Joseph's member was Mark Watling from the Anxiety Treatment and Research Centre, who finished the 30k in just 2:27:42.4.

Team St. Joseph's definitely went the extra mile for our hospital, raising over \$21,000! We would also like to take this opportunity to express our continued thanks to HMECU, for their generous sponsorship of the

entire Team St. Joseph's initiative including the well attended pre-race pasta dinner during the 114th Around the Bay Road Race! HMECU wasn't just a silent sponsor either...the credit union's CEO, Charlie Collura, and St. Joseph's Charlton Campus Branch Manager, Joanne Foster, both ran the 5k race and together raised \$1,195 for our Hospital. Who could ask for a better partner?

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Mission on the Move

A regular update on recent achievements and progress to date in our Corporate and Clinical Attention Areas



SERVICE EXCELLENCE

- To date, over 600 staff in 50 units/ departments have taken part in Leadership Walkabout sessions on the topic of Service Excellence.
- In January and February, over 250 SJHH managers, educators and informal leaders attended one of ten mandatory workshops providing information and collected feedback on the Standards of Behaviour and Rewards and Recognition programs.
- In May, staff will have an opportunity to attend an education session and receive communication on the new Rewards and Recognition program.

ORTHOPEDICS

- Programs allocated Total Joint Cases for Wait time this year, with a length of stay remaining under the Estimated Length of Stay benchmark.
- Improved wait times for Total Knee Replacement while continuing to meet the wait time for Total Hip Replacement benchmark for the LHIN.
- Total Joint Assessment Centre for Hamilton opened in Fall 2007, Advanced Practice Physiotherapists have been training within SJHH Orthopedic and Arthritic Clinic with the Orthopedic surgeons.
- Redevelopment of the Orthopedic and Arthritic clinic (Fracture Clinic) is underway in the drawing and design phase.
- Focus on recruitment for RNs in the Surgery program to support the beds required for care delivery; full-time and part-time vacancies are available.
- Tracking referral rate to Rehabilitation to enable the program to look further at length of stay, preparation for regional discussions and continuous quality improvement initiative.
- Regional education for families receiving Total Knee and Hip Replacement with standardization of information well on its way.
- Recruitment of new manager knowledge in Orthopedics and Rehabilitation as a Nurse Clinician.

PATIENT SAFETY

Safer Healthcare Now!

- Number of **Ventilator Associated Pneumonia** (VAP) cases/1000 ventilator days reduced by 40% - no cases reported in Dec. 07.
- Development of a new leading practice oral care protocol developed in the ICU.
- The **Critical Care Response Team** (CCRT) provides 24/7 coverage for most clinical areas at the Charlton campus resulting in a 21% decrease in the number of codes/1000 discharges.
- A new computer generated form developed for **Medication Reconciliation** at Discharge acting as a prescription form acceptable at any community pharmacy,

improving legibility, ensuring timely communication to the GP, allowing for a copy to remain in the chart and reducing workload. This has been implemented on 8 units across the organization with plans for continued spread to surgical units and the Mental Health & Addictions Program.

Patient Safety Frontline Workshops

- A total of 1225 healthcare professionals attended one of 31 half-day sessions held from September/07 - February/08.
- Feedback was very positive with 79% of respondents giving an overall rating of "Very Good" to "Excellent".

Accreditation

Work continues on 13 of 25 Required Organizational Practices (ROPs) directed at Patient Safety. Highlights of progress include:

- Proactive assessment underway to change over from Bradma machines to Optio Labels for lab/specimen/requisition labeling.
- New pamphlets to be given to patients on admission that encourage them to be actively involved in their care.
- Implementation of armbands for patients in high risk outpatient areas.
- Implementation of hand hygiene pilot on two units.

CANCER SURGERY

Through the endorsement of the redevelopment of the Perioperative Surgical Program, SJHH aims to bring better healthcare for the growing community of Hamilton and will provide patients, family, and staff with a state of the art Perioperative facility that will better serve our community.

St. Joseph's Healthcare Hamilton has contracted renowned architecture firms, aTRM-TILLMAN-RUTH-MOCELLIN and Perkins +Will, for this project.

Phase I of this project has been forecasted for completion by early 2011.

Once completed, the SJHH Redevelopment Department will deliver:

- 18 new Operating Rooms
- a new Day Surgery suite
- Post Anesthesia Care Unit
- support services, including registration areas & family waiting areas
- a new Sterile Processing Department
- a dedicated Surgical Services entry way for patient drop off located on St. Joseph's Drive.

SJHH Research Director elected President of Canadian Psychological Association

Congratulations to Dr. Martin Antony, Research Director of the Anxiety Treatment & Research Centre and Professor in the Department of Psychiatry & Behavioural Neurosciences.

Marty was just elected as President of the Canadian Psychological Association.

With close to 6000 members, the Canadian Psychological Association is Canada's largest professional association representing the discipline of Psychology. Founded in 1939 and incorporated in 1950, the objective of CPA is to "improve the health and welfare of all Canadians; to promote excellence and innovation in psychological research, education, and practice; to promote the advancement, development, dissemination, and application of psychological knowledge; and to provide high-quality services to members."

The role involves serving three years on the Board of Directors – one as President-Elect, one as President, and one as Immediate Past-President. The president's role is to serve as Chair of the Board of Directors, and in that role is responsible for the development and maintenance of policy affecting the affairs of the Association.



Dr. Martin Antony

Living the Mission

A spotlight on staff, physicians and volunteers who demonstrate the SJHH Mission in Action

During the first week of January 2008, my father Silvio Bonitatibus entered the Emergency Department at St. Joseph's Healthcare. He was diagnosed with pneumonia and he was kept in the emergency area for two days before he was moved to the Cardiology unit.

I can't begin to thank the members of your staff for the excellent care that they gave my aging father of 97 years.

The nurses, the doctors and the personal support workers went well beyond what is considered normal care for my dad.

He was kept comfortable and his needs were met far beyond my expectations.

My dad, being a senior, has visited all the other hospitals in the area on one occasion or another. The care he received at St. Joseph's was by far superior to the rest.

When I came to visit him, I would read the sign in your main entrance which states, "Are you prepared to go the extra mile?" How appropriate, especially since I thought your staff did just that. For going the extra mile for my dad, I thank you and your staff very, very much. The dignity and respect you showed my father will never be forgotten and I will tell as many people as are willing to listen of your goodness and kindness towards my father.

St. Joseph's Healthcare will now be added to my donation list at the beginning of each year.

*Sincerely,
Ange Bonitatibus*

Spring into Style with...

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Order forms are available between

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Cont'd from Pg 1

of a rapid response team for cardiac events and the introduction of a pharmacy robot to reduce medication errors.

- Expansion of the Imaging Research Centre.
- Introduction of a Balanced Scorecard, a management tool to measure our clinical and corporate performance.
- Enhanced feedback from front line staff to Senior Management through regular Leadership Walkabouts.

Over the coming year, we will continue to focus on reducing wait times for key procedures. The redevelopment of our diagnostic imaging department, opening of new day surgery suites at our Stoney Creek campus and

transformation of our perioperative program will play a critical role in supporting this goal.

The implementation of our strategic plan is an evolving process in which all programs play an important role. Areas of corporate attention such as patient safety, performance measurement, quality of work life, and service excellence, are areas which require the support of all programs, staff and teams.

In the midst of day-to-day bed pressures and staffing shortages, we recognize that the implementation of this plan can be challenging at times. As part of our focus this year, we will be increasing our emphasis on building a strong recruitment and retention strategy including introducing new initiatives to

support and enhance quality of work life.

This is an ambitious plan. However, I am confident that based on our success-to-date and most importantly, the demonstrated dedication and commitment that each of you has made to our strategic plan, that we will see continued success in meeting and exceeding our goals.

On behalf of the Senior Executive team and the SJHH Board of Trustees, we wish to thank you for your continued commitment to Mission Excellence.

We invite your feedback. Should you have any questions, please email me directly at president@stjoes.ca.

*Dr. Kevin Smith
President & CEO*

Cont'd from Pg 1

Our celebrity fundraisers achieved admirable results in both race times and funds raised. Ted Michaels finished the 5k run in 27:16.1, and Connie Smith wasn't far behind. She walked the 5k in just over 40 minutes...and together they raised \$60,000!

Once all the pledges were tallied, an incredible \$150,000 was raised to support patient care and healthcare research at our Hospital. St. Joseph's Healthcare Foundation would like to express its sincere thanks to everyone who went the extra mile by participating in the Bay Race as a walker, runner, volunteer, sponsor or spectator. Together, we're making sure that funds raised through the Bay Race will have a marked impact on the lives of patients at St. Joseph's Healthcare.



Congratulations to Team St. Joseph's who raised over \$21,000 for St. Joseph's Healthcare Hamilton.



Salute to Staff



It is your unwavering dedication to providing exceptional and compassionate patient care that enables the Foundation to raise funds from the community to support St. Joseph's.
For this, we salute you.

Salute to Staff

Join us for Free Coffee & Muffins!

Thursday, May 1st, 2008

Charlton Ave. Cafeteria: 8:00 a.m. - 10:00 a.m.
 Stoney Creek Cafeteria: 8:30 a.m. - 10:30 a.m.
 Mountain Site Cafeteria: 8:30 a.m. - 10:30 a.m.



Legacy of the Sisters of St. Joseph of Hamilton celebrated on film



St. Joseph's Health System (SJHS) is proud to announce the recent release of *Legacy*, a profound documentary detailing the history of the Sisters of St. Joseph of Hamilton, and the contributions they made to healthcare in southwestern Ontario and around the globe through their International Outreach Program.

Produced by Hamilton-based film company, Fenian Films, *Legacy* documents the courage and determination of the Sisters of St. Joseph of Hamilton since their early arrival to Hamilton in 1852, when they administered care to hundreds of sick and dying in the freight sheds of Hamilton Harbour during the city's cholera epidemic. It traces their history as they began to formalize the healthcare system with the opening of St. Joseph's Hospital in 1890 followed by its other member organizations: St. Joseph's Villa in Dundas, St. Joseph's Home Care, St. Joseph's Lifecare Centre in Brantford, St. Mary's General Hospital in Kitchener and St. Joseph's Health Centre in Guelph.

Legacy is a 17-minute documentary as told by the Sisters of St. Joseph of Hamilton, with commentary from a number of employees from each of the healthcare organizations founded by the Sisters.

"This film is a permanent tribute to the work of the Sisters and an important learning tool that we are sharing with board members, staff, physicians and volunteers at each of our member organizations as well as our Foundations," says Mr. Brian Guest, Chief Executive Officer, St. Joseph's Health System. "Our hope is that although the Sisters are no longer active on a day-to-day basis, their *Legacy* of compassionate care carries on in the dedicated work of the healthcare professionals who continue to serve our community now and in the future."

In the next quarter, all staff will have the opportunity to view the *Legacy* video. If you can't wait until then, the documentary is currently available for viewing at www.stjoes.ca.

Body Watch

Protect your heart!

Can a bowl of oatmeal help prevent a heart attack? How about a handful of walnuts, or even your baked potato dressed in sterol-fortified margarine? A few simple tweaks to your diet - like these - may be enough to ward off a cholesterol problem.

Oatmeal and oat bran

Oatmeal contains soluble fiber, which reduces your low-density lipoprotein (LDL), the "bad" cholesterol. Soluble fiber is also found in such foods as kidney beans, brussels sprouts, apples, pears, psyllium, barley and prunes.

Walnuts, almonds and more

Rich in polyunsaturated fatty acids, walnuts help keep blood vessels healthy and elastic. Almonds appear to have a similar effect, resulting in a marked improvement in blood cholesterol within just four weeks. All nuts are high in calories, however, so a handful will suffice.

Fish and omega-3 fatty acids

Omega-3 fatty acids are noted for their triglyceride-lowering effect, but they also help the heart in other ways such as reducing blood pressure and the risk of blood clots. In people who have already had heart attacks, fish oil - or omega-3 fatty acids - significantly reduces the risk of sudden death. Good sources of omega-3 fatty acids include fish, flaxseed, walnuts, canola and soybean oil. Doctors recommend eating at least two servings of fish a week. The highest levels of omega-3 fatty acids are in mackerel, lake trout, herring, sardines, albacore tuna and salmon. However, to maintain the heart-healthy benefits of fish, bake or grill it.

The first step for a heart-healthy diet is to reduce your intake of bad fats - especially saturated and trans fats. If cutting out bad fats isn't enough to reduce your cholesterol, you may want to try adding soluble fiber, nuts and fish to your diet.

Body Watch is a monthly column on health and nutrition written by the Dietitians of SJHH and Dietitians of Canada.

Kidney-Urinary Program gets new home

Regional demand for all services provided by the Kidney and Urinary Program continues to grow at levels equal to, or greater than the established provincial growth. To support this need, the Kidney & Urinary Program and Redevelopment team have been organizing the movement of the Kidney and Urinary Program from the Martha and Marion wings to the 7th Floor Juravinski Innovation Tower. Two intricately connected clinical services, nephrology and urology, will now benefit from being co-located on the same floor.

The new Unit will include several enhancements to improve patient comfort and care, including a a first-of-its-kind palliative care room for the privacy of patients and families requiring end-of-life care.

Through the team's dedication and hardwork, we are now rapidly approaching the completion of this project. The movement of the Kidney and Urinary Program to the 7th Floor will take place at the end of April.

I would like to take this opportunity to thank the dedicated and collaborative team which has supported this transition including the staff from these units, the redevelopment team and our leadership group.

We eagerly await our official 'moving day' and will look forward to inviting all staff to visit our unit for an official 'open house' once we are settled into our new home.

Thank you.

Martin Ruaux, Nurse Manager

Transplant/ Urology & Gynecology/ Nephrology

Occupational Health & Safety Week

May 5th - 7th, 2008

Safety & Health:

A commitment for Life!

Start Today! Live it Every Day!

Visit our booth and enter the Wellness Calendar contest. Be sure to pick up the Spring edition of the OH&S Newsletter

Mountain Campus

May 6, 2008

11:00 a.m. to 1:00 p.m.

Cafeteria

Stoney Creek Campus

May 7, 2008

11:00 a.m. to 1:00 p.m.

Cafeteria

Charlton Campus

May 8, 2008

11:00 a.m. to 1:00 p.m.

Outside the cafeteria

East Region Mental Health Services celebrates a quarter century!



Sharron Orován-Johnston, RN and Dr. Nick Kates, founder of ERMHS.

An anniversary event was held recently at the Stoney Creek campus, with current and past members of staff in attendance to share their memories, and some laughs! The original clinic, founded by Dr. Nick Kates, was initially opened up in an old east end home and was later moved to an office building at the corner of Parkdale and Britannia Avenues. The clinic moved to its present home at the Stoney Creek campus in 1991.

The ERMHS mission has always been to provide quality care to those dealing with a serious mental illness. ERMHS has a collaborative relationship with addiction services and offers consultations and a variety of treatment modalities including individual and group therapies with a focus on the recovery model. The staff and team include psychiatrists, social workers, nurses, and occupational therapists.

SJHH Maternal Newborn & Child Health Program undergoes *Baby Friendly* re-certification

Each year, one percent of all children born in Canada are welcomed into the world through St. Joseph's Healthcare's Maternal Newborn & Child Health Program. A key component of this program is the World Health Organization's (WHO) Baby-Friendly Hospital Initiative. Specialty trained, dedicated staff provide Best Practice individualized education and support to mothers through pregnancy, birthing, and post partum care that promotes breastfeeding as the norm in infant feeding.

To ensure that the high-level of care, education and support that is provided by Maternal Newborn & Child Health Program staff continues, St. Joseph's Healthcare is up for its Baby-Friendly re-certification once again. In 2003, St. Joseph's Healthcare was the first hospital in Ontario to be designated Baby-Friendly, and only one of two with this designation in Canada at that time.

"The Baby-Friendly Initiative promotes, supports and protects breastfeeding, which is the healthiest and best way to feed babies," says Louise Guthro, Breastfeeding and Newborn Assessment (BANA) Clinic Coordinator. "It is important for both maternal and infant well being. Infants that are breastfed are healthier children and adults."

Breastfeeding offers many benefits, it contracts the mother's uterus which reduces bleeding after childbirth, helps in weight loss, reduces the risk of breast and ovarian cancer and Type 2 diabetes. Infants that are breastfed tend to make fewer visits to Emergency

Departments for such ailments as ear, respiratory, bowel and urinary tract infections. Breastfeeding also reduces the risk of SIDS, obesity, allergies and many diseases such as diabetes and Crohn's disease.

Breastfeeding support is not only available to new mothers in the Maternal Child units, but is also available to in-patients in all departments throughout the hospital.

Outpatient support is available through the BANA clinic. Staff at St. Joseph's Healthcare can access a breast pump through the clinic. Breast pump rentals, sales and breastfeeding supplies are all available at the outpatient pharmacy.

"The Baby-Friendly Initiative promotes, supports and protects breastfeeding, which is the healthiest and best way to feed babies."

"If there are breastfeeding or jaundice issues upon leaving the hospital we have the BANA clinic here to support them after discharge," says Guthro. Mother and baby may be referred by a doctor, midwife, nurse or a mother may call herself.



"We see babies up to six weeks of age in the clinic, to support and establish breastfeeding," says Guthro. "Mothers are leaving the hospital within a couple of days of giving birth, and often breastfeeding is not well established at that time. Many mothers have given positive feedback, that with the support of the program they have been able to successfully breastfeed."

The ultimate goal of the Baby-Friendly Initiative at St. Joseph's Healthcare Hamilton is to have 80 per cent of mothers leaving the hospital feeling confident and actively breastfeeding.

For more information on the Baby-Friendly Initiative or to call and make an appointment with the BANA clinic, please call (905) 522-1155 ext. 33485.

St. Joseph's Hospital Staff Credit Union Branch

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Save the date!

Risk & Recovery Conference

April 28/29, 2008

8:00 a.m. to 5:00 p.m.

Sheraton Hotel

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Muskuloskeletal Ultrasound

Symposium

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Join us for one of the most comprehensive courses offered in MSK ultrasound! Email cbabiak@michener.ca for more info.



Celebrating Hope:

Mental Health Week 2008

Join us for a hot buffet breakfast and some inspirational speakers

May 6, 2008

8:30 a.m. - 11:00 a.m.

Michelangelo's Banquet Centre

\$25 per person

Call (905) 528-5354 for tickets.



Kidney/Urinary Conference

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for more information.



Crisis Workers Society Conference

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June 11-13, 2008

Contact Tanya at

tgardner@coasthamilton.ca

The latest Payday Payouts winners are...

April 3rd, 2008

Morena Marini from Intensive Care won \$4320.00!

March 20th, 2008

Donna Campbell from the Coronary Care Unit won \$4,329.00.

March 6th, 2008

Lina Jusdanis from Diagnostic Mammography won \$4,341.00.



Payday Payouts:

A New Year to Play...A New Year to Win!

On April 3rd, 2008, a brand new year of Payday Payouts began!

The Payday Payouts 50/50 Staff Lottery provides players with a chance to win over \$4,000 every payday. While half of the lottery proceeds make up the ever-growing prize amount, the other half supports patient care initiatives at St. Joseph's Healthcare Hamilton. So everybody wins!

Based on a banner year in 2007, we've printed more tickets than ever before to ensure there's plenty of room for new players...so sign up today! New tickets have already been mailed to all players currently enrolled in the Payday Payouts Lottery. (Please discard your old ticket with the green font.)

If you have any questions about the Payday Payouts 50/50 Staff Lottery, please contact St. Joseph's Healthcare Foundation at (905) 521-6036.

Celebrate Earth Day!

...with St. Joseph's Healthcare & Honeywell Energy Solutions!

Be sure to drop by our Honeywell information booth and receive a seedling just for visiting!

Mountain Campus

April 21, 2008

11-2 p.m.

Charlton Campus

April 22, 2008

11-2 p.m.

Stoney Creek Campus

April 23, 2008

11-2 p.m.

CONNECTIONS

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We want to hear from you!

Please send us your comments, suggestions, story ideas or submissions. The Public Affairs Department reserves the right to edit and print your submissions as space permits. Submissions are subject to approval.

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