



Kevin's Column

As you are all aware, in August SJHH declared a facility outbreak of Clostridium difficile, also known as C. difficile.

C. difficile which causes diarrhea is one of the most common infections in hospitals and long-term care facilities. Those at risk after exposure are typically elderly and often have an underlying illness for which they are taking antibiotics. Antibiotics kill off the "good bacteria" in the bowel and allow the C. diff to flourish and cause illness.

I would like to take this opportunity to reassure staff and physicians that our Outbreak Management Taskforce led by Dr. David Higgins, Chief of Staff, Winnie Doyle, VP Clinical Services and Ruth Stevenson, Manager, Infection Prevention & Control has initiated a comprehensive strategy to managed this outbreak and ensure we continue to provide the safest care to our patients.

Key strategies implemented to date include:

- Extensive consultation with

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Extreme Makeover

SJHH begins renovation on Eva Rothwell Community Centre Movie Room as part of Campaign of Support for 2008 Hamilton United Way Campaign

In many households throughout Hamilton, a movie and game night is a weekly family event.

Many of those families rely on the Eva Rothwell Community Centre to make that family time possible. Serving many of Hamilton's most underprivileged youth, the Eva Rothwell Community Centre is high-quality educational, nutritional, social and recreational programming for the residents of the Keith Neighbourhood. Along with a weekly family movie night, the Centre offers a morning breakfast program, an after school Homework Club, Teen Zone Drop-In Program,



summer day camp, and a clothing, furniture and community pantry donation bank. Eva Rothwell is just one of the more than 70 community agencies supported by the United Way of Burlington and Greater Hamilton.

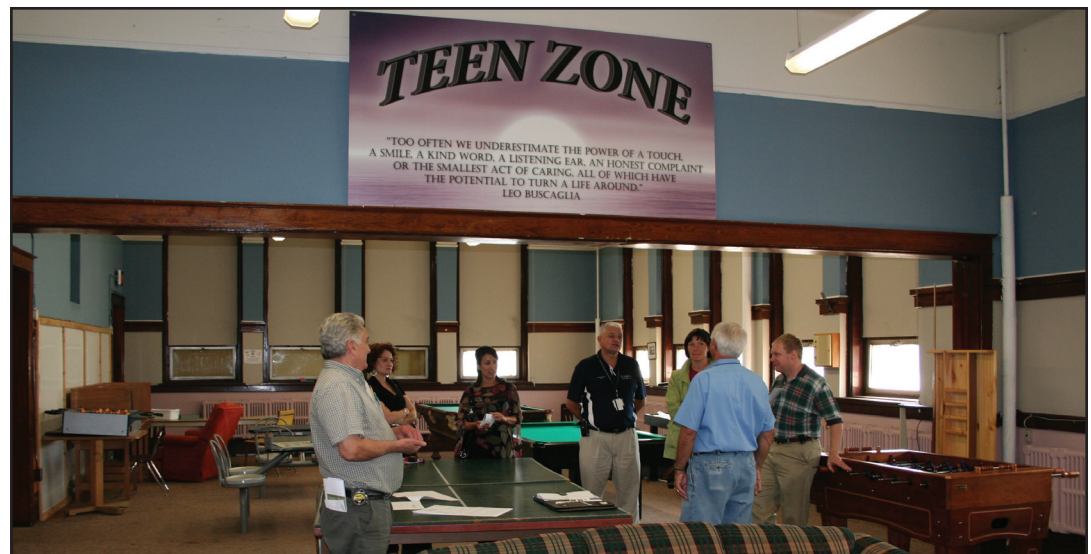
As part of our support for this year's United Way Campaign, SJHH redevelopment team and contractors will be completing a full renovation of the Eva Rothwell Teen Zone Drop-In centre. The new renovation will include the installation of all new flooring, paint, equipment, and a kitchenette and seating area. Donations of furniture, new television equipment, video game systems and other game activities

have also been provided.

This is just one of the many activities to kick-off our United Way Campaign which officially begins **October 14th, 2008**. Co-Chaired by Rebecca Repa, VP Redevelopment, Planning and Diagnostics and Wendy Smith, Food & Nutrition Services, this year's United Way Campaign Cabinet has set an ambitious goal to raise \$40,000 in support of the United Way Campaign.

Pledge forms will be distributed via payroll during the week of October 17th, 2008. Pledge forms will also be available for download from the SJHH Intranet site. Signed forms received before October 30th will be entered into an early bird draw for a number of great prizes.

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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



PATIENT SAFETY UPDATE

To support our goal to become one of Canada's safest academic hospitals, we are continuing to build on our culture of shared responsibility through open communication and team work among our healthcare professionals, patients, and families.

One initiative that supports our goal is the patient safety front-line workshops for nursing and allied health professionals. Since September 2007, over 1600 staff have attended 34 sessions aimed at understanding the contextual and human factors that contribute to patient safety, and the importance of clear, open communication among the health professional team, patient and family. Participants were encouraged to embrace a non-punitive culture where all team members are equal and everyone's contribution is important. The sessions were so successful that an additional five sessions were added in October.

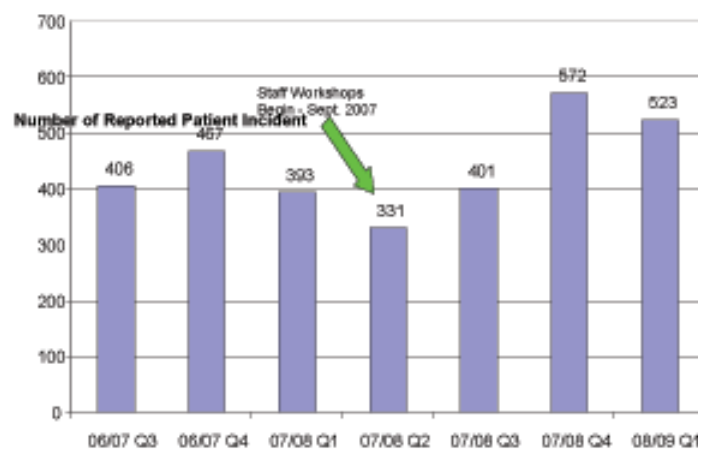
A key message in the sessions is the importance of incident reporting. Over the past few years, staff expressed concern that by reporting errors they would be unfairly criticized and potentially punished. As a result of this perception, along with an antiquated paper-based reporting system, staff were reluctant to report patient related adverse events. This "under-reporting" puts patients at further risk since the organization is unable to learn from these events and make changes where needed.

During the frontline workshops, staff engaged in frank discussions about the reporting process and took up the challenge to "trust the system" and report adverse events and near misses. All staff should be heartily congratulated since incident reporting rates have greatly improved. Incident reporting increased from 331 per quarter almost a year ago to 523 this past quarter - a 58% increase. This is excellent news as it demonstrates that staff feel safe to report incidents so that we may improve care.

Workshop participants clearly indicated the need to improve the reporting system/tool making it easier to use and providing better feedback about follow up and solutions. In response to that request, the organization committed to accelerating the implementation of the electronic incident reporting system to this fall. Not only

will this electronic application make incident reporting easier, it will also generate better data to help us improve processes and thereby reduce patient incidents.

SJHH Incident Reporting Results



We congratulate and thank staff for their continued commitment to our patient safety goals and in the need to be open about patient incident reporting.

Patient Safety Workshops

**Charlton Campus -
Frank Charles Miller Amphitheatre**

Thursday October 9th ~ 8:00 a.m.
Thursday October 23rd ~ 1:00 p.m.
Thursday October 30th ~ 8:00 a.m.

**Stoney Campus -
Bob Kemp Auditorium**

Wednesday October 15th ~ 1:00 p.m.

**Mountain Campus -
Seminar Room**

Friday October 17th ~ 1:00 p.m.

Providing the safest and healthiest environment for everyone

We firmly believe that the SJHH smoke-free initiative is of very great importance and by assisting our patients in their desire to stop smoking, we will be reducing both the individual and public health burden of diseases caused by, and potentiated by tobacco usage. We therefore ask for your cooperation with this initiative so that we may together work towards a healthier population.

Recently, we conducted a pre-survey on tobacco use within our healthcare professional population. We had a phenomenal response of 881 clinical staff members who filled in the survey. Results show that 75% of respondents do not currently use the 5 A's (Ask, Advise, Assess, Assist and Arrange) and minimal contact tobacco intervention model while seeing patients. Forty-six per cent of respondents do not address smoking cessation with their patients.

Congratulations to Katie McCabe, Gail Burke, Angela Dewit, Brenda McCarthy and Debbie Bang who each won a draw prize of a \$50.00 gift certificate to Future Shop. Thank you to everyone for taking time to complete the survey.

The prevalence of tobacco use within the patient population at the Stoney Creek Campus over the course of a two week span shows an overall rate of 27.8%. Most rates are at the expected

20% per area except for East Region Mental Health showing 42.9% and Urgent Care showing 34%. The lowest was Health for Older Adults at 3 %.

A one day prevalence survey at our Mountain Campus showed lower than expected rates of 48%. Forensics and Clarendon House were the highest at 73% and 100% respectively and Geriatric Psychiatry the lowest at 0%.

In-patient prevalence at the Charlton Campus has not yet been completed, but of the 2,000 surveyed throughout ED and in the outpatient areas, prevalence rates were 32%. Labour

and Delivery did submit and was higher than expected at 30% although that does go with Hamilton's rates in this area and is as high as 40% in certain postal code areas. Prevalence is imperfect however, and must be taken as such, but it does indicate that our rates are higher than the provincial average of 16.6% (Canadian Tobacco Use Monitoring Survey, 2006).

The Tobacco Initiative would like to thank Jennifer Collins, administrative assistant in the Stroke Prevention Clinic for tabulating over 3,000 prevalence forms and Linda Furlong, Manager of Registrations/Bed Booking who assisted in this process.

Although the Tobacco Admit form and Physicians Orders/Guidelines are not yet finalized, the Tobacco Initiative would like to thank Lystra Chandree, Rose Iannone, Paula Eyles and Ed Lee who were phenomenal in expediting this process.

St. Joseph's Stoney Creek Campus is now officially smoke-free!



Site Director, Julie Holmes is pictured with Tim McGuigan from Security and Debbie Massie from the City of Hamilton's Tobacco Enforcement Office at the front entrance of the newly smoke-free Stoney Creek Campus. As of September 2nd, smoking is no longer permitted anywhere on that Campus. The Charlton Campus is set to go smoke-free on November 1st, 2008.

St. Joseph's
Healthcare Hamilton
FOUNDATION

Annual Check Up & Donor Reception

Thursday, October 23, 2008
7:00 p.m.

Art Gallery of Hamilton

To RSVP, call (905) 521-6036 or email info@stjoesfoundation.ca



Join us as we celebrate another successful year at St. Joseph's Healthcare Foundation and reflect upon the meaning of philanthropy in the words of our donors and through a keynote address by social commentator and editorial journalist Rex Murphy. Mr. Murphy hosts CBC Radio's Cross Country Checkup, a national open-line radio program, and regularly appears on CBC Television's The National.

Q & A ...about the Corporate Patient Flow Initiative at St. Joseph's Healthcare Hamilton

What is Corporate Patient Flow?

Corporate Patient Flow aims to reduce delays experienced by patients during their hospital journey. The journey across the hospital may include admission direct from the community, the Emergency Department (ED), receiving appropriate services (i.e. diagnostics, surgery, ambulatory) and transition back to the community or an alternate level of care facility.

At SJHH, we have adopted the Institute for Health Information's (IHI) Green/Yellow/Red methodology which refers to status levels for the hospital with organizational, surgical, and ED triggers that move us from Green status (Normal) to Yellow Status (Urgent) to Red Status (Critical). This methodology ensures a clear understanding of the impact on the system with a patient-centred focus. We are currently reviewing the appropriateness of using colours given the use of colours in Emergency Preparedness.

What are the goals of Corporate Patient Flow at SJHH?

- To meet the Ministry of Health and Long Term Care (MOHLTC) target of four hours between the decision to admit and the actual transfer of the patient from the ED, including Psychiatric Emergency Services (PES), to the appropriate patient care unit.
- To improve throughput of inpatients and manage capacity by achieving an inpatient bed occupancy rate of 85% at our Charlton Campus, 90% at the Mountain Campus, and 80% within the Maternal Newborn Child Program at the Charlton Campus.
- To maintain access to patients from the community to emergency services.
- To meet official regional program commitments (Mental Health & Addictions Program, Kidney & Urinary, Chest, Head & Neck, Ophthalmology, and Complex Continuing Care).
- To ensure no cancellation of scheduled

care due to insufficient bed availability by maintaining a calculated percentage of the following day's elective surgical requirement within the 121 predetermined surgical beds.

- To match patient needs with the appropriate internal environment and clinical expertise and minimize the number of inappropriate patient transfers.

Isn't patient flow an emergency department problem?

Many hospitals attempt to improve patient flow by focusing primarily on the ED which misses the larger picture: patient flow is dependent on the entire system and is owned by the organization. Therefore, at SJHH we are looking to address patient flow across the entire organization.

Ensuring that patients receive timely, high quality healthcare is the highest priority of all our physicians, nurses, and staff.

When will the new Corporate Patient Flow Policy go into effect?

The Corporate Patient Flow Policy will go into effect in November 2008. The draft policy has been reviewed by many stakeholders in the organization including Medical leaders, Managers, Directors, VP's and front line staff. Several employees have also been assembled to undertake a Failure Modes Effect Analysis (FMEA) of the Draft Policy to review risks and gaps prior to implementation. Please be sure to ask your Nurse Manager about this policy.

What is an over census bed?

An over census bed is a bed which is not funded for by the Ministry of Health and Long Term Care but is fully operational, can be staffed in a short amount of time, and is located in the hospital.

What is an over capacity bed?

An over capacity bed is a bed which is not funded for by the Ministry of Health and Long Term Care and would take longer to fully implement because staff would need

to be called in and resources (such as a bed) would need to be found.

What is currently being done to improve patient flow at SJHH?

The ED is working on surge strategies within their department to assist with flow and volume of patients and families. Focused work is occurring in the area of fast track and the CTAS guidelines have been reviewed as examples.

The organization began with a surge response to inpatient and ED volume with the initiation of one over census bed on 4 Tower (Chest Unit) effective May 2008 and one over census telemetry bed on DCD (4 Dowling Cardiac) effective August 2008.

The Flo Collaborative is an interagency opportunity which has assisted with the development within Medicine of Bullet rounds, proactive discharge planning and other communication strategies.

The OR smoothing will be undertaken to ensure there is a match between surgical inpatient beds, day surgery beds and ICU/CCU and Surgical Step Down beds on a daily basis for scheduled care with flexibility to accommodate the unscheduled/emergent care. This will be assisted with the adoption of the OR system that is being implemented for booking, equipment etc. in the next year.

As well, the ICU has been looking at opportunities to identify need for ICU beds at SJHH and for improving flow. There will be also a focus on the use of policy and procedure to support discharge of patients off of telemetry.

Who should I contact if I have an idea to improve patient flow?

Please contact Project Leads, Jackie Barrett (ext. 33427 / jbarrett@stjoes.ca) or Michelle Joyner (ext. 32952 / mjoyner@stjoes.ca). You could also email your ideas to brightideas@stjoes.ca.

Let's beat the Flu!!

What is Influenza?

Influenza is a serious disease caused by a virus that affects the air passages. People who catch the flu may experience a fever, chills, cough, runny eyes, stuffy nose, sore throat, headache, muscle aches, extreme weakness and fatigue. Children can also develop ear aches, nausea, vomiting or diarrhea. In some cases the flu can lead to pneumonia, hospitalization, even death. This is particularly true for the elderly and those with chronic medical conditions, such as heart or lung problems. Illness due to influenza usually lasts two to seven days. It can last longer in the elderly and in people with chronic diseases.

Preventing the spread of Influenza illness due to influenza usually lasts two to seven days. It can last longer in the elderly and those with chronic diseases.

Follow these tips to avoid influenza and reduce the spread of infection:

1. Always wash your hands.
2. Get a flu shot every year and keep your immunization up to date. This will help your immune system stay healthy and prevent you from getting sick with a vaccine preventable illness.
3. Cover your mouth and nose when you cough.
4. Don't share personal items (water bottles, cups, utensils).
5. Get enough rest, exercise and eat properly.

Influenza Clinics for staff, students, volunteers, physicians and contract workers are scheduled to run from **November 3 -30, 2008**. Times and locations will be announced in the upcoming Info & Events email and on elevator postings.

"What does that say?"

Problem prone abbreviations

By Ann Higgins, Quality & Patient Safety Consultant, SJHH

The PS/Quality Management Committee have endorsed an initiative to eliminate some of the most common error prone medication abbreviations.

The use of ambiguous abbreviations/symbols/dose designations is one of the most common but preventable causes of medication errors. Patient safety organizations, such as the Institute for Safe Medication Practices (ISMP) have identified certain abbreviations as high risk for misinterpretation - See list below. With an increasing emphasis on clear, effective communication to ensure patient safety, this strategy has been incorporated into the National Accreditation Required Organizational Practices (ROPs).

All health professional staff must work collaboratively to ensure that this important change in practice is sustained for the safety of our patients. Plans for implementation include:

- communication at all levels of physician, pharmacy, nursing and professional practice groups
- staggered introduction of targeted abbreviations
- incremental consequences for non compliance

We will audit and review the impact of this initiative and communicate with you on a regular basis.

For further information do not hesitate to call Carmine Nieuwstraten at ext. 32922 or Ann Higgins at ext. 34937.

OLD ABBREVIATIONS (DO NOT USE)	NEW ABBREVIATIONS (TO BE USED)
U, I.U.	Unit
S.C.	Subcutaneous or subcut
CC	ml or mL
µg	Microgram or mcg
MS	Morphine or morphine sulphate
MgSO4	Magnesium sulphate
10.0 mg	10 mg
.1mg	0.1 mg
q.d/o.d.	Write out daily in full
>	Write out greater than in full
<	Write out less than in full
@	Write out at in full
O.S., O.D., O.U.	Write out left eye, right eye or both eyes in full
A.S., A.D., A.U.	Write out left ear, right ear or both ears in full
q.o.d	Write out every other day in full

**A Healthy & Smoke-Free
St. Joseph's Healthcare Hamilton -
Charlton Campus begins on**

November 1, 2008



**Educating our community about the
reality of Mental Illness**

By Lesli Tomlin, Communications Officer, Redevelopment - Mountain Campus, SJHH

Each year, as part of Mental Illness Awareness Week, organizations across Canada work to educate the public about the realities of mental illness in Canada. SJHH will participate again this year with a number of special events, including a candlelight vigil, book launch and author's signing, luncheon featuring keynote speaker CBC radio and television personality Shelagh Rogers, and an information session and complementary police records check.



CBC radio and Television personality, Shelagh Rogers

The week begins on Monday, October 6th with a candlelight vigil the Mountain Campus. As well as remembering those of our community who have died in the past year, there will be reflections by Mike Dushko and Dr. Robert Zipursky and music by Mikhail Mackenzie and Jeff Egerter.

On October 7th, the Psychiatric Patient Advocate Office will host an information session aimed at helping individuals understand what could show up on a police record, and how it can affect them. David Simpson of the PPAO and Lisa Heslop of London Police Services will present on the discriminatory practice of releasing non-criminal information as part of a police reference check. This session also features an interactive drumming session using world, home-made and found instruments.

On October 8th at a special MIAW luncheon, Shelagh Rogers will talk about her battle to overcome depression and her commitment to help break the stigma associated with mental illness.

The week will conclude with a book launch for "*The Lily Pond: A Memoir of Madness, Memory, Myth and Metamorphosis*" by Mike Barnes on October 9th.

Body Watch

Breaking away for breakfast

It might be the last thing on your morning to-do list. Or it might not be on your list at all. But a healthy breakfast refuels your body and jump-starts your day. So don't overlook this important meal. Select healthy options that fit your taste and lifestyle, and put breakfast back into your morning. People who eat a healthy breakfast are more likely to:

- Consume more vitamins and minerals and less fat and cholesterol.
- Have more strength and endurance.
- Have better concentration and productivity throughout the morning.
- Control their weight.
- Have lower cholesterol, which reduces the risk of heart disease.

A healthy breakfast should consist of a variety of foods - whole grains, low-fat protein or dairy sources, and fruit, for example. This provides complex carbohydrates, protein and a small amount of fat - a combination that delays hunger symptoms for hours. Whether you opt for traditional options, such as yogurt, whole-grain muffins or ready-to-eat cereal, or less typical foods, such as leftover vegetable pizza or a fruit smoothie, you can get the nutrients and energy you need to start your day.

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

St. Joseph's Hospital Staff Credit Union Branch

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Living the Mission

A spotlight on staff, physicians and volunteers who demonstrate the SJHH mission in action

To whom it may concern,

My Uncle was recently discharged from St. Joseph's Hospital, and I wish to take this moment to express my sincere appreciation of the excellent staff.

My Uncle (who is elderly and suffering from dementia) was transferred from a community hospital to the Urology department (7th floor Juravinski Innovation Tower) for urgent surgery. He has no family in Canada (I live in the USA), and no friends in Hamilton.

The urology team (Dr. Kapoor and the nurses) was extremely helpful in providing me daily updates by telephone on his condition. The social worker assigned to his case, Mari O'Brien, was absolutely invaluable in helping me understand the complexities of his situation and guiding my decisions regarding the care he would require after discharge.

Pat Ford, the clinical nurse specialist, clearly explained the assessments that were performed and made certain that we were aware of all follow-up appointments. Discussions on the telephone before I arrived in Hamilton, and meetings in person once I arrived, were all very helpful.

The urology team, the geriatrics service, and the social worker, all provided excellent care of my Uncle. I am very grateful.

*Sincerely,
Name withheld*

Culture Survey 2008

The 2006 Staff Culture Survey was a great success as more than 70% of staff participated in providing their opinions about the culture at St. Joseph's Healthcare.

The Survey identified many SJHH strengths that confirmed what we already knew; we have a terrific culture of caring, learning and respect! In addition, the feedback identified some opportunities for improvement that resulted in the establishment of a Service Excellence program, a vital component in our commitment to maintaining the Legacy of the Sisters of St. Joseph of Hamilton.

The second SJHH Staff Culture Survey will take place:

November 17th - December 5th, 2008

It is important that all St. Joe's staff respond to this survey so we can once again celebrate our successes and identify opportunities for improvement!



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Infectious Disease experts including Dr. Michael Gardam, Director of Infection Prevention and Control, UHN.

- Enhanced in-service educational sessions for staff, patients and families.
- Introduction of a new cleaning product with enhanced bleach concentration to eliminate the spread of C. difficile spores that can live on surfaces.
- Purchase of new equipment to support needs of isolated patients.
- Implementation of innovative treatments for affected patients.

As part of our commitment to transparency and providing as much information as possible to our patients, families and the community, we will continue to ensure the lines of communication are open at all times through on-going internal and external communications, including full on-going media disclosure, until the C. difficile situation is declared over.

There is also a significant pressure on our linen supply as a result of this outbreak. Please be advised that linens are to be used exclusively for patient care and must not be taken off the units at any time.

I must emphasize that hand hygiene is paramount and will contribute to the reduction of transmission of C. difficile. It is imperative that we all strictly follow infection prevention principles and protocols throughout all areas of the hospital.

I would like to thank everyone for their tremendous support and hard work in helping to ensure that SJHH remains the safest and healthiest environment for all patients, visitors, employees and volunteers.

*Dr. Kevin Smith
President & CEO*



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Save the date!

Kidney Fair

October 15th, 2008

Contact (905) 522-1155 ext. 35424
for more information.

Workplace Diversity: Building Capacity for Clinical/Nurse Managers

October 22th, 2008

McMaster University
Call (905) 522-1155 ext. 75375 or
ext. 32151 for more information.

Health Professional's Recognition Awards Ceremony

October 28th, 2008

2:00 - 4:00 p.m.
Seminar Room
Mountain Campus

The latest Payday Payouts winners are...

The Payday Payouts 50/50 Staff Lottery provides players with a chance to win almost \$5,000 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.

We regret to inform you that tickets for the 2008/09 lottery year are now sold out. If you have any questions about the Payday Payouts 50/50 Staff Lottery, please contact St. Joseph's Healthcare Foundation at (905) 521-6036.

Joanna Andrew's win was doubly extraordinary! Joanne, from Diagnostic Imaging not only took home the Foundation's largest prize jackpot ever of \$4,980 on August 1st, she also shared her good fortune with others by donating \$500 back to the hospital. An employee at St. Joseph's for 19 years, Joanna added that she was very happy to give back to a special hospital that upholds such strong values and traditions. Joanna hasn't forgotten to treat herself as well, however. She has a nice Caribbean cruise booked for March 1st.



In addition to being excited upon hearing of her recent windfall of \$4,908.50 on September 4th, Jennifer Waite from Acute Mental Health was already feeling on top of the world in anticipation of her wedding the following day! Beautiful bride Jennifer plans to use her hefty jackpot to pay for the couple's November honeymoon in Punta Cana, Dominican Republic.



Eva Rothwell Community Centre

Cont'd from Pg. 1

If you are interested in building awareness and support for this year's campaign at St. Joe's, we encourage you to speak with your Manager as United Way Canvassers are needed for each department. A free UW Canvasser lunch will be held for all volunteers in Conference Room 3 on October 3rd from 12:00 p.m. to 1:00 p.m.

Along with a donation to this year's campaign, you can also support United Way agencies throughout the month of October when we will hold a

Thanksgiving food drive - October 6th, snowsuit and boot drive - October 14th, and multimedia drive - October 20th to help fill Eva Rothwell's shelves with DVDs and video games. After those dates, all donations can be dropped off in the Public Affairs office, Room T1407 in the Juravinski Innovation Tower.

We'll also be holding a series of *Seeing is Believing Tours* to the Eva Rothwell Centre throughout the month of October so you can see first-hand the difference the United Way is making at the Centre and monitor the progress of our renovation. Transportation will pick-up interested

staff at 12:00 p.m. from the main entrances of the three Campuses and return them to SJHH at 1:00 p.m. that day. To participate, please call ext. 33156.

October 16 - Charlton Campus

October 23 - Mountain campus

October 30 - Stoney Creek Campus

We thank all staff, physicians and volunteers in advance for their important support for this Campaign. Your gift will be instrumental in assisting the United Way of Burlington and Greater Hamilton to continue to touch the lives of thousands of families and individuals in our community.

CONNECTIONS

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

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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