



Kevin's Column

As healthcare communities across the continent continue their work to prevent the spread of Influenza A - H1N1 (Swine Flu), SJHH is working diligently with Public Health, the Province of Ontario/Ministry of Health and Long-Term Care, and other regional healthcare partners to ensure consistency in our collective approach. We have established a Swine Flu committee, with leadership from key areas and representation from each of our campuses. We are updating you daily on developments related to our internal practices and in the external environment. The following measures are critical to our infection prevention and control strategy for H1N1:

- *Handwashing
- *Self-screening by all staff
- *Self-screening at all entrances to the hospital with hand hygiene ambassadors
- *Screening protocols for patients
- *Masking applicable patients and wearing N95 respirators when treating applicable patients
- *Closure of select entrances

If you have any questions about what our practices mean to you, please contact your manager, or

Cont'd on Pg. 5

In 'n' Out - Every patient, Every time

Did you know that most healthcare providers believe they are already practicing good hand hygiene? The observational audits from the *Just Clean Your Hands* testing in Ontario showed a baseline general compliance rate of less than 40%!

Most healthcare providers don't realize when they have germs on their hands - germs that can be picked up by performing such simple tasks as taking a patient's pulse, rolling a patient over in bed or touching bedside rails, over-bed tables, and IV pumps. It is the transmission of these germs that can result in health care associated infections (HAIs).

In Canada, there are an estimated 250,000 healthcare associated infections per year, resulting in 8,000 deaths annually. One in six hospitalized patients will acquire an HAI this year alone. It is the most common serious hospital complication and the fourth leading cause of death after cancer, stroke and heart disease. Diligence in hand hygiene is perhaps the single most important factor in the prevention of HAIs. In fact, an increase in hand hygiene adherence of 20% would result in a 40% reduction in the rate of HAIs.

As of April 30, 2009, all Ontario hospitals are now required to report compliance rates within their organizations. The goal of this initiative is expected to improve compliance and provide a benchmark for improvement, helping to identify the most appropriate interventions for hand hygiene education. Currently, St. Joseph's Healthcare's compliance rate is 58% across our three campuses. This leaves considerable room for improvement if we are to achieve our organizational goal to become a national leader in hand hygiene and achieve a hand hygiene compliance rate at the 95th percentile.

To help support this goal, we have established the Gold Standard for hand hygiene across the organization. This Standard applies to all staff (clinical or non-clinical), physicians, medical residents, learners, volunteers and visitors at all campuses.



Cont'd on Pg. 3

SJHH appoints new Acting Chief of Laboratory Medicine



Dr. Mark Crowther

Congratulations to Dr. Mark Crowther who has accepted the position of Acting Chief of Laboratory Medicine at SJHH and HHS. Dr. Crowther resigned from his former position as Head of Service for Hematology at St Joseph's Healthcare, but will retain the title and role as the city's Regional Head of the Division of Hematology and Thromboembolism. As Acting Chief of Laboratory Medicine, Dr. Crowther hopes to continue work on regionalization, integration of laboratory services within LHIN 4 and centralization of laboratory services in the community; address utilization of laboratory testing; and introduce new laboratory tests in a revenue controlled fashion.

Clinical Informatics: eHealth Champions

On behalf of the Department of Clinical Informatics and in conjunction with the Registered Nurses Association of Ontario (RNAO) and the Ministry of Health and Long-Term Care (MOHLTC), we are pleased to offer staff a chance to learn about the benefits of eHealth at St. Joseph's Healthcare.

What is eHealth?

eHealth is the practical application of information and communications technology in the delivery of health care to enhance your practice and client care. This interactive education program, "eHealth for Every Nurse" was developed by the RNAO to increase the level of knowledge, understanding and expertise of nurses and clinical staff in all sectors regardless of their roles in clinical, academia, management, policy or research.

What are the benefits of eHealth?

- Increased access to the latest evidence to support assessment, planning, intervention and evaluation.
- Supports timely shared access to clinical information.
- Reduces the burden on patients, clients and families to repeatedly provide personal health information to care providers.
- Reduced risk of error in duplication of information and in the delivery of treatment interventions.
- Improved information to communicate appropriate spending of healthcare dollars.
- Improved communication and information management within and between healthcare professionals.
- It is free and available to all healthcare professionals.

We encourage you to take the course either going through it in sequence or accessing those modules you think will be most useful first. Access is available on or off-site.

If accessed through the SJHH Online Education link, your course completion will be logged and you will receive a Certificate of Completion for your education portfolio.

<http://medlearn.stjosham.on.ca/LearningStudio>

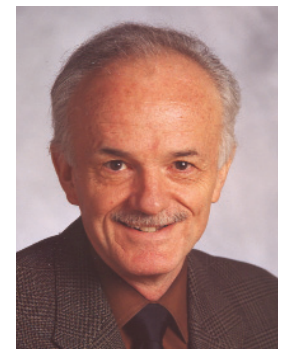


Kidney transplant researcher receives 2009 Anne & Neil McArthur Award

St. Joseph's Healthcare Foundation would like to congratulate Dr. Philip Halloran, Director of the Alberta Transplant Applied Genomics Centre, who has been named the recipient of the 10th Annual Anne and Neil McArthur Research Award.

Each year, this award honours an internationally renowned researcher whose area of study is also a focus of research at St. Joseph's Healthcare Hamilton. The award was presented to Dr. Halloran on April 23, 2009.

Dr. Halloran is being honoured for his investigative research to identify factors that influence the outcome of kidney transplantation surgeries. He is also Professor of Medical Microbiology and Immunology at the University of Alberta, and Editor-in-Chief of the American Journal of Transplantation.



Dr. Philip Halloran

Cont'd from Pg. 1

- ✓ Clean your hands when entering and leaving the hospital.
- ✓ Clean your hands every time you enter and exit a hospital unit.
- ✓ Clean your hands every time you enter AND exit a patient room.
- ✓ Clean your hands before AND after the removal of gloves.
- ✓ Clean your hands after touching any surface in the hospital, including the elevator button.
- ✓ Clean your hands before each aseptic procedure AND before leaving the patient room.
- ✓ Clean your hands after contact with blood or body fluids.

"We are currently engaged in a process to change the culture of hand hygiene across the organization and this requires a sustainable plan," says Dr. Kevin Smith, President and CEO. "In order to increase hand hygiene compliance, we have considerably increased the accessibility of anti-bacterial hand sanitizer on all hospital units at each of our campuses. In addition, we have established a hand hygiene Taskforce that will focus on implementing a sustainable process by which we can change the culture of hand hygiene across St. Joseph's Healthcare."

To kick off this plan, the Taskforce, made up of front-line ambassadors from across the organization, will be initiating a competition across all units aimed at increasing compliance rates. The competition will offer a grand prize of \$10,000 to the unit that sustains the 95th percentile for the longest period over the next 12 months. Subsequently, they will also be awarding a big screen television to the individual with the greatest improvement on a quarterly basis.

"It is critical that we help support each other and our community to enhance compliance, says Smith. "We all have a role in enforcing the Standard and should approach colleagues and visitors who are not following the Standard. No one should be offended if they are asked to comply with the Standards that protect patients, protect colleagues and protect our families. "

Cops, Cats and Caring Students:

Competing to support patient care at St. Joseph's Healthcare

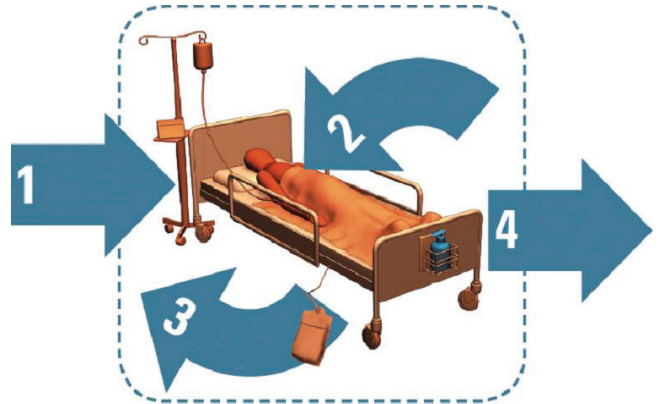
A media event was held at Hamilton's Cathedral High School on March 2, 2009 to officially "tip off" the ninth season of the *Cops, Cats and Caring Students* fundraiser.

Cops, Cats and Caring Students is a partnership between the Hamilton Police Service, Hamilton Ti-Cats and area high schools. A team comprised of members of the Hamilton Police Service and the Ti-Cats challenges a team of students and staff to a friendly game of basketball at high schools throughout the city. Students at each participating school are encouraged to donate \$2 so they can watch the game instead of attending class...an easy sell for most adolescents!

For the first time since its inception, half the proceeds of this series of charity games will benefit the Maternal Newborn Child Program at SJHH. McMaster Children's Hospital is also a beneficiary of the fundraiser. Since it began, the *Cops, Cats and Caring Students* program has raised more than \$92,000! Attendance for the 13 games played last season raised \$24,231 - an event record, which organizers hope to surpass this year.

"I am proud to be an ongoing partner and supporter of the efforts of the Hamilton Police Service, the Hamilton Ti-Cats, McMaster Children's Hospital and St. Joseph's Healthcare," said Ron Foxcroft of Fox International. "I encourage community agencies to work together to support our city's efforts and charities for children."

The 4 Moments



Staff with direct patient care should ALWAYS follow the **4 MOMENTS** for hand hygiene:

- 1.** Clean your hands every time you enter the patient room and before putting on gloves.
- 2.** Clean your hands before any aseptic procedure.
- 3.** Clean your hands after handling blood or body fluids.
- 4.** Clean your hands on exiting the room and after removing gloves.

If a patient is in isolation, any person entering the room must also follow the protocols that are posted outside that room (e.g. protective clothing), and must wash their hands when putting on and removing protective equipment.

Thanks for going the extra mile!

\$130,000 raised for SJHH through the 115th Around the Bay Road Race



On Sunday March 29th, over 10,000 walkers, runners, relayers, spectators and sponsors converged on Hamilton's downtown core to take part in the 115th Around the Bay Road Race in support of St. Joseph's Healthcare.

Twenty-nine year-old Kenyan-born, Thomas Omwenga (who runs out of Burlington) completed the challenging 30k course in just 1:35:29 despite the damp conditions. For the second year "running", Lucy Njeri took the top female spot in the 30k, crossing the finish line with a time of 1:50:27. Top

male and female in the 5k race were Rob Watson and Lanni Marchant with times of 14:16.6 and 17:19.8 respectively.

This year, more St. Joseph's staff members than ever before took part in the Around the Bay Road Race. Team St. Joseph's, led by its fearless captain, Dr. Dave Williams, grew to almost 100 members strong!

Once all the pledges were tallied, the Around the Bay Road Race raised an incredible \$130,000 to support innovative research and compassionate patient care at SJHH. The 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 and staff members at St. Joseph's Healthcare.

Changes to Cafeteria Service - Charlton Campus

Effective June 1st, 2009, food services for staff and visitors at the Charlton Campus will be provided exclusively by Second Cup on weekends and most statutory holidays. The cafeteria operated by Morrison Catering, level 2 Mary Grace Wing, will no longer be open for operation on Saturdays, Sundays and *statutory holidays [with the exception of Christmas Day and Easter Sunday where the cafeteria will remain open].

As part of this transition, Second Cup will introduce hot meal options including soup and pressed panini sandwiches, in addition to their existing food item options, during weekends and statutory holidays. The Conveniently Yours variety store located adjacent to the Second Cup, level 1 Juravinski Innovation Tower, will also be available for individuals seeking light snack and beverage items.

In keeping with our Catholic mission, St. Joseph's Healthcare will continue to provide a traditional Christmas meal in the cafeteria for all staff working on Christmas Day. A traditional Easter dinner will also be available in the cafeteria on Easter Sunday.

Patient meal services will not be affected by these changes. Should you have any questions, please contact Bobby Alexander, Director, Food & Nutrition Services at ext. 34220



Kevin's Column

Cont'd from Pg. 1

the Public Affairs Department at extension 33408 or through paging after hours.

The spread of H1N1, combined with our recent outbreaks, and the public reporting of Ontario hospital hand hygiene data in the last week serve as clear illustrations of the importance of strict adherence to our hand hygiene standards. The data published showed that St. Joseph's hand hygiene compliance is currently not acceptable, and below the provincial average. We can and must become the national leader in protecting our patients and ourselves!

Our Board has charged us with the goal of 100% hand hygiene

compliance. We can do this. Our shared expectation is very clear - Every Patient - Every Time, and is explained in detail in the cover story of this issue of *Connections*.

We all have a role in enforcing the hand hygiene standard and should approach colleagues and visitors who are not following the standard. Non-compliance with the hospital's hand hygiene policy puts our patients, visitors and staff at risk and is unacceptable to us all.

To help support enhanced hand hygiene compliance across the organization, we have recently increased accessibility of antibacterial hand soap on all hospital units - across all three of our campuses. In addition, we have also established a Hand Hygiene Taskforce to ensure

implementation and sustainability of enhanced hand hygiene compliance. This group has been working diligently to establish a sustainability plan which will include a financial incentive to the units (inpatient and outpatient) with the highest hand hygiene compliance rate. More information on this exciting initiative to follow from Managers or Chiefs.

Appreciating the tremendous pressure that these recent situations created across our organization, on behalf of the Board and entire Leadership Team I would like to thank each of you for your hard work and dedication to ensuring that SJHH emerges as the safest and healthiest environment for both patients and staff.

*Dr. Kevin Smith
President & CEO*

Changes to Long Service Ceremony

Earlier this year, we announced a series of strategies that will assist our organization in successfully meeting a balanced operating position for the 2009/2010 fiscal year. To support our current financial needs, we have slightly modified this year's annual Employee Recognition Ceremony.

Though we have a significant and growing number of employees with 25 years of service or more at St. Joseph's Healthcare, this year's Employee Recognition Ceremony will focus on those employees celebrating a milestone year of service (15, 20, 25, 30, 35, 40 years of service), as well as the top 3 nominees for our annual Mission & Values Awards, and inaugural Patient Safety Star Award. Those employees who fit this criteria will be invited to attend. We will review this decision again next year based on the current fiscal climate.

If you have any questions, please contact the Public Affairs Department at ext. 33549.

Working together for your benefit

St. Joseph's Healthcare's Human Resources Department has introduced its new Employee Helpline - a brand new way for employees to access important HR information when they need it. This Helpline is available from Monday to Friday, 8:30 a.m. to 4:30 p.m. by calling **(905) 522-1155 Ext. 35300**.

Call the Helpline if you have to change your...

- Life insurance beneficiary
- Benefit coverage

...or have questions about:

- Vacation
- Stat holidays
- Pension
- Benefits
- Bereavement leave
- Jury duty
- Maternity/parental leave
- Job postings
- Sick time

This new initiative will help improve employee usage of the corporate intranet site where employees are also encouraged to access policies and procedures and other general information found in your collective

agreement. Forms are also available on the intranet or can be obtained in person from the HR offices at the Charlton Campus (2nd floor Martha Wing) or the West 5th Campus (H1 Wing).

Quick and easy forms are available to help you...

- change address, telephone or emergency contact information
- request a verification letter of employment for your mortgage, credit, immigration, proof of experience
- request a leave of absence for education, pregnancy/parental, parental (adoption), medical, family medical, personal emergency

Current job postings are also available on the intranet by selecting Human Resources, Internal Job Posting Boards. Applications for all posted positions can be sent directly online, by email at recruit@stjoes.ca or by fax to (905) 521-6027.

Remember, if you cannot find what you are looking for on the Intranet site, our HR professionals at the Helpline are there to assist you.

Patient Flow Strategies in our Mental Health & Addiction Program

By Claire Kislinsky, Clinical Utilization Manager, Mental Health & Addictions Program, SJHH

For the last 18 months, Claire Kislinsky, Clinical Utilization Manager for the Mental Health and Addiction Program has been examining patient flow issues from these various referral sources, as well within the service. In addition, the Mental Health Patient Flow Working Group, led by Jodi Younger, OSM of Acute Mental Health Services, meets monthly to review strategic projects to program processes to support better patient flow.

One of the initiatives to meet these goals, was the development of a Referral Tool/Form for Specialized Mental Health Services at the West 5th Campus. This allows acute clinical teams to review specialized admission criteria during team rounds and fill out the referral form all at the same time, if criteria is met. This one-page process has streamlined the referral process from Acute to Specialized Services considerably. Other projects have helped to streamline and consolidate daily process on all of the units.

One of the first initiatives introduced was the "A.M. Bed Huddle" which is a coordinated approach to bed management, Psychiatric Emergency Services (PES), patient flow, and information sharing at the start of each day, seven days a week. The "Huddle" takes place via telephone conference at 8:45 a.m. each morning with the PES Charge Nurses, Acute inpatient Charge Nurses, Central Access Coordinators from specialized services, Consultation Liaison Services, the Clinical Utilization Manager and the weekend Nursing Supervisor.

This communication forum has allowed for shared reporting of daily bed availability, impending daily and next day discharges, PES needs, and possible challenges to patient flow. Moreover, this initiative has brought transparency to daily system needs, and has promoted collaborative and proactive problem solving. If patient flow issues are particularly dire, the team meets again at 1:15 p.m. after meeting with their clinical teams to explore any possible unit-based solutions to improve patient flow. This meeting also allows for clear communication to the rest of the organization regarding patient flow issues.

EVA - Green Team Forum

Please join us in the Campbell Auditorium, 2nd floor, Juravinski Innovation Tower on Tuesday, May 26th, from 12:00 - 1:00 p.m.



The Green Forum is a discussion group where you can find out the latest steps that are being implemented at St. Joe's regarding environmental initiatives, and a place where you can share your green ideas. Come on out and make a difference to the world you live and work in!

Body Watch

The Ins and Outs of Fibre

Fibre. We've all heard about it, we know we should be eating it, but why is it so important? How much should we be getting and where can we get it?

Fibre comes from plants where it plays an important role in providing structure. There are two types of fibre, soluble and insoluble; both have important roles to play when it comes to our health. Soluble fibre dissolves in water and is important for maintaining a healthy heart. It has also been shown to help lower cholesterol and control blood sugar fluctuations. Insoluble fiber promotes regularity and is key to maintaining bowel health.

Adult females should aim to consume 25g of total fibre each day and 38g/day for males. Wheat, corn bran, and brown rice are common sources of insoluble fibre. Fruit, oats, legumes and beans are choices higher in soluble fibre. Keep in mind, whole grains, and fruit and vegetables are your best sources of fibre. Fruit/vegetable juices still provide important vitamins and minerals but little to no fibre.

Remember, fluid keeps fibre flowing! Always ensure you drink plenty of fluids when adding fibre to your diet as proper hydration is needed to help fibre work and prevent constipation.

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

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Celebrating the commitment of the volunteers of St. Joseph's Healthcare Hamilton

By Pat Catleugh, Director - Volunteer Resources, SJHH

Each campus has volunteers who are placed in various departments and services all focused on direct or indirect patient support and care, all making a remarkable impact at St. Joseph's Healthcare Hamilton.

In 2008, volunteers gave 78,282 hours: 47,718 at the Charlton Campus, 9,199 hours at the West 5th Campus and 21,365 hours at our King Campus. Almost 500 adults and 250 students are registered and active on duty from Monday through Sunday, as early as 6:30 a.m. or as late as 11:30 p.m.

This year, SJHH volunteers were invited to the first annual Volunteer Education Conference. The conference theme, "It's a Wonderful World", began with Dr. Dave Williams stretching the earthly boundaries, Dr. Kevin Smith, grounding us in the reality of today, Sharron Orovan-Johnston giving us "Humour Under Stress" followed by a relaxation session, tours and lunch.

Volunteers have historically provided support and assistance for patients and visitors and their caring continues. Please be sure to thank volunteers for the time, effort and compassion that they so generously give.



St. Joseph's Healthcare volunteers from L to R: Jim Tokos, Madge Passmore, Brittany Ou, Marjory MacLean, Lama Hamdanieh and Paul Burman

Living the Mission

Heartfelt thanks.

Just before Christmas, my dear mother died. Nothing can describe the sadness I felt and continue to feel.

This note of thanks cannot begin to say how comforting the support of the Sisters of St. Joseph of Hamilton has been to my father and I.

Sr. Patricia and Sr. Giovanni have helped make this most difficult time a bit easier with their prayers, visits, phone calls and hugs.

The Sisters of St. Joseph of Hamilton are the true backbone of the hospital and their true compassion for the community remains at the heart of SJHH.

Sincerely,
Donna Rembe - RN, Day Surgery Unit

I am a Nurse: Specializing in your Mental Health

The SJHH Psychiatric Mental Health Nursing Promotion Committee is holding it's annual Knowledge Café for all disciplines to celebrate the professional working relationships we enjoy.

This year, in-house and community partners in mental health and addictions will showcase services and supports that promote the health and well-being of people living with mental health/addictions issues.

Everyone is invited to attend!

May 13th

2:30 to 4:00 p.m.

West 5th Campus cafeteria

Poster displays, refreshments, entertainment and door prizes will facilitate professional networking while celebrating Nursing Week.



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The latest Payday Payouts winners are...

Winner: Katherine Scordino
Department: Comm.Psych. Serv.
Draw Date: March 5, 2009
Prize Amount: \$4,681.50

Winner: Irena Szejbak
Department: Medical Rehabilitation
Draw Date: March 19, 2009
Prize Amount: \$4701.00

Winner: Frances Fyfe
Department: Post Transplant Unit
Draw Date: April 2, 2009
Prize Amount: \$4,677.00

Winner: Elizabeth Sweeting
Department: Emergency Psych Serv.
Draw Date: April 16, 2009
Prize Amount: \$4,806.00

Winner: Rosy Evered
Department: CTU Pediatric
Draw Date: April 30, 2009
Prize Amount: \$4,959.00

A New Year of Payday Payouts has started...ENROLL TODAY!

This is your 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 and staff education at SJHH. So everybody wins!

If you have any questions about Payday Payouts, contact the Foundation at (905) 521-6036.

Families...Our Partners in Care



On February 25, 2009, 9 Tower Acute Mental Health celebrated the official opening of the Family Education Centre. This project was implemented by the 9 Tower Nursing Council - a dedicated group of nurses who worked very diligently to make this initiative successful. This project is rooted within the RNAO best practice guidelines that strongly advocate for family-centred care. This resource centre provides a wealth of educational materials and resources for families. The inviting atmosphere reflects the strong values and excellent practice of 9 Tower staff who approach clients and families with compassion, respect and dignity while placing them at the centre of care. A beautiful mural painted by a local artist, spans across one wall and imprinted on the mural is the slogan "Families....our Partners in Care" that further highlights the commitment of 9 Tower staff to excellence in care that they provide each and every day, thus living the SJHH mission.

From L to R: Larisa Volman (Nurse Educator), Tricia Martin (Resource Nurse), Maryanne Mancini (Nurse Manager), Sarah Fuller RN, Danielle Nieuwenhuis RPN, Audrey Langendoen RPN and Shawn Quait RN.

Absent from photo: Alessandra Liota RN and LeeAnn Harris RPN.

Fracture Clinic name change

Just a reminder that the Fracture Clinic located at the SJHH Charlton Campus has been renamed and is now the **Orthopaedic & Arthritic Clinic**.

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. Submissions must be received by the 10th of each month.

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