

April 2010

President's Message



St. Joe's began 2010 with several important initiatives and events. In the last issue of *Connections*, I spoke of the amazing response from St. Joe's and our community to Haiti Relief efforts. We also highlighted the HAPS process requirements and celebrated the 2nd Annual Health Professionals Recognition and the Annual Medical Staff Awards. This month, I would like to emphasize the significance of several endeavors that are currently underway at St. Joe's.

On February 8th, St. Joe's hosted a press conference to discuss a new treatment for Multiple Sclerosis (MS) that is currently being trialed. As the lead scientist in this yet unproven study, Dr. Paolo Zamboni visited from Italy to hypothesize on the development of MS and the possible relationship between MS and blocked veins which could lead to significant breakthroughs in treating MS. We were pleased to host the discussion that has the potential to lead to treatment of this neurological disease.

MS is common in Canada and affects between 44,000 to 78,000 Canadians. Our colleagues at the Imaging Research Centre will be leading a study to further explore this important concept.

On March 22, the West 5th Campus became smoke free which is now consistent with many hospitals across Canada including those that specialize in treating mental illness and addiction.

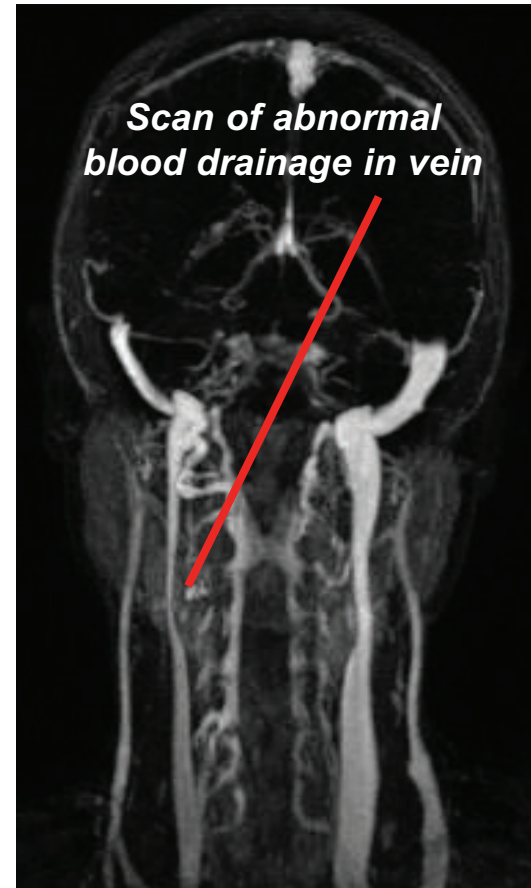
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Potential link found in fight against Multiple Sclerosis

On February 8th, 2010, St. Joseph's Healthcare Hamilton was pleased to host an international scientific workshop on Italy's Dr. Paolo Zamboni's controversial treatment for Chronic Cerebral Spinal Venous Insufficiency (CCSVI) and Multiple Sclerosis. This workshop was an opportunity for the scientific community to discuss Dr. Zamboni's work.

Dr. Zamboni, from the University of Ferrara in Italy, was the first to hypothesize that abnormal blood drainage from the brain and spinal cord may be a key factor in the development of MS. His proposed treatment involves a simple surgical procedure, which unblocks veins to permit the flow of blood, and is potentially effective in correcting the abnormalities and the debilitating effects of MS.

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Celebrating the Legacy of the Sisters of St. Joseph of Hamilton

For the past 158 years, the Sisters of St. Joseph of Hamilton have been a constant presence in the community, engaging in the ministries of healthcare, education and pastoral services.

On June 1st, 2010, you are invited to celebrate their continuing legacy during a tribute dinner being hosted by St. Joseph's Healthcare Foundation and St. Joseph's Villa Foundation.

The reception and dinner will take place at Carmen's Banquet Centre in Hamilton beginning at 5:15 p.m. Tickets are \$95 per person.

For more information, or to reserve your ticket, please contact Amy Leaming Côté at (905) 522-1155, ext. 35949 or amy@stjoesfoundation.ca.



WHAT'S THE STORY BEHIND THAT NAME?

Mother Martha von Bunning

At age 24, Martha Von Bunning entered the Congregation of the Sisters of St. Joseph of Carondelet at St. Louis, Missouri. In 1850, she was sent with Mother Delphine Fontbonne to Philadelphia to operate an orphanage, a school, and a hospital. Answering an urgent appeal from Bishop Armand de Charbonnel of Toronto, they extended their charitable work to Canada the following year.

One of three sisters to come to Hamilton in 1852, Sister Mary Martha was provided a house for a convent and orphanage. In 1853, the separate schools of the city were placed under the direction of the sisters, who also opened a boarding school at their convent. Sister Mary Martha and was soon elected the Superior General of the Sisters of St. Joseph of Hamilton.

During the cholera epidemic of 1854, and in the typhus epidemic that followed, Mother Martha witnessed the self-sacrifice of her sisters who cared for the afflicted immigrants throughout the city and because of their selflessness, many encouraged the Sisters of St Joseph to expand their charitable and educational activities.

Mother Martha later returned to St. Louis to resume teaching and in 1865, she was appointed Superior of a hospital and home in Erie, Pennsylvania. In ill health, she made one last trip to Toronto where she died at the age of 49.

To honour Mother Martha von Bunning, the hospital's Women's Wing, originally built in 1950, was officially renamed in her honour at a special ceremony held on June 7th, 1990. The event, attended by many notables including then-Health Minister Elinor Caplan, Bishop Tonnos and the former Hamilton Mayor Bob Morrow, was held in celebration of the hospital's Grand Re-opening.



Working to ensure accessibility for all

The Accessibility for Ontarians with Disabilities Act (AODA), is a new law benefiting all Ontarians by developing, implementing and enforcing accessibility standards for all persons with disabilities.

St. Joseph's will be launching five new programs representing *Customer Service, Employment, Information and Communication, the Built Environment and Transportation*, to be developed over the next five years. These programs support and align with SJHH's commitment to improving accessibility.

We are pleased to provide an online training course, which has been developed to ensure we not only have a full understanding of the AODA Customer Service Standard, but also to ensure that we are in compliance with this new legislation. The course is mandatory for all staff who interact with patients and the public and will help you in providing service to persons with disabilities who are accessing SJHH's services.

Your manager has been asked to assign you this mandatory e-learning course. Estimated to take about 40 minutes to complete, as with all of our e-learning courses, staff can pause at any time and return to the link at a later time to complete the training.

St. Joseph's Healthcare West 5th Campus now officially smoke-free

St. Joseph's Healthcare Hamilton continues to take a leading role in protecting all patients, staff, volunteers, students and visitors from the harmful effects of tobacco and second-hand smoke.

Unlike many other hospitals in our community, the West 5th Campus is not bordered by public sidewalks where smoking is permitted. Therefore those patients who are able to leave the hospital and choose to use tobacco/smoke, a shelter has been installed in a designated smoking area towards the edge of our property. Please note that staff, volunteers, students, and visitors are not permitted to use tobacco/smoke anywhere on the hospital grounds, including the shelter.

We are committed to supporting those who use tobacco/smoke as they prepare for this change. We will need to help them feel comfortable without tobacco products and to support them in their efforts to quit smoking if they choose. We are able to offer smoking cessation medications, nicotine replacement therapies (NRT), and counselling to help patients who smoke adjust to this new policy.

Our Employee Assistance Program, *Shepell-figi*, offers a self-help/learning online course and phone counselling support to staff who would like to quit or reduce use of tobacco products. Trained tobacco specialists and TEACH-trained hospital staff are willing to support staff. NRT's are available to staff at a reduced cost at the hospital's outpatient pharmacies located at the Charlton and King Street Campuses. The Smokers' Helpline (1-877-513-5333) is also available to those who need it.

ARE YOU CODE READY?

A **Code Grey** is used to alert the organization to a potential infrastructure loss or failure of great significance and was designed to respond to two situations:



1. **Code Grey - Air Exclusion**
2. **Code Grey - Loss of Essential Service**

Code Grey - Air Exclusion

To define the course of action required if there is a risk that contaminated air may enter the hospital (ie: external chemical spill).

If such an event occurs, Building Services will initiate a “button down” procedure, taking the steps necessary to limit external air intake. This will include the use of air-handling units, exhaust fans, fume hoods, laminar flow hoods and medical air pumps.

Code Grey - Loss of Essential Service

This is defined as an infrastructure loss or failure such as electrical, water, heating and cooling, or medical gas supply.

Code Grey - Stages

1. Code Grey “**Standby**”- Through the overhead paging system, staff will be notified that a service utility is being investigated and that a complete loss of the utility may occur or that an external situation may result in initiating the “air exclusion” procedure.
2. Code Grey “**In Effect- Loss of Essential Services**”- Staff will be notified that there has been a complete loss of a utility through the overhead paging system and other communications vehicles such as hospital email and Net Presenter.
3. Code Grey “**In Effect- Air Exclusion**”- This will notify the campus affected that Building Services will be initiating the “air exclusion” procedure.

Submitted by Stephanie Trowbridge
Manager - Emergency Preparedness, SJHH

President's Message

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As the regional centre for respiratory disease and lung cancer surgery we have an even greater responsibility to be leaders in helping patients and staff quit this most harmful addiction. Much consideration has gone into ensuring patients and staff are supported during this transition.

As a part of our ongoing efforts to maintain facilities and keep them safe for patients and staff, the Overpass Walkway that links the Mary Grace Wing to the Fontbonne Wing (leading to parking garages) will be undergoing renovation from April 12 to June 14, 2010. The walkway will not be accessible during this time and several alternatives are in place to minimize inconvenience. I strongly advise all staff and visitors to follow signage, use the alternate walking routes that will be available and only cross the streets at traffic lights to ensure safety.

At the very beginning of May, SJHH will reach an anniversary of a testing day for our patients and staff. This issue of *Connections* describes the events of the May 1st, 1980 fire which caused the evacuation of 510 patients in just over an hour. This anniversary, the January 11th fire at the Charlton Campus construction site and our memory of the 2003 power failure should also serve to remind us that we must remain vigilant in being ready for emergencies that may challenge our hospital resources and readiness. We are reviewing our

incident management system over the next few months and are looking forward to your help and participation as we renew our protocols and further refine our responses to such eventualities.

April marks the well-deserved recognition of our dedicated volunteers during National Volunteer Week from April 18th to 24th. We are fortunate to have over 610 volunteers at St. Joe's; their work is integral to the patient experience and key to help us live our mission.

Over the next 18-24 months, we are obliged to respond to significant budget pressures. The recent Provincial budget announcement is short on exact details and indicates we may have to find further savings. We do not know as yet the true funding that will flow as a result of these plans. What is important to note is that hospitals will be judged and funded increasingly on performance in terms of safety, quality and efficiency. Our continued vigilance in reducing infections and reducing sick time played a huge role in reducing pressures on our hospital and minimizing the impact of the recent financial pressures on our patients and programs. Reducing and eliminating wastage of staff effort and resources, reducing infection and lost work time will be key strategies going forward and your help, ideas and participation will be crucial.

Dr. David Higgins

President - St. Joseph's Healthcare Hamilton

A wonderful way to say “I love you Mom”



In honour of your mom this **Mother's Day**, make a gift to St. Joseph's Healthcare Foundation and you can place a photo on the St. Joe's Baby Face Photo Wall.

For more information contact:

St. Joseph's
Healthcare 
FOUNDATION

224 James Street South, Hamilton, ON L8P 3A9
Tel: 905.521.6036
Web: www.stjoesfoundation.ca
Email: babyfacewall@stjoesfoundation.ca

BODY WATCH

SHAKE...SHAKE...SHAKE ...that very nasty salt habit!

According to the World Health Organization, high blood pressure is the leading risk factor for death in the world. Evidence shows that the risk for stroke, heart attack and kidney disease actually increases as blood pressure increases.

Excess salt in our diets can contribute to high blood pressure. Salt is used as a preservative to prevent bacterial growth, decrease fermentation and to change the texture and flavour. It is commonly used because it is inexpensive and easily available.

The World Action on Salt and Health (WASH) revealed that the salt content of Canadian food products is among the highest in the world. Canadians are eating more than twice the amount of sodium actually needed for good health.

It was recently estimated that lower sodium consumption could decrease the prevalence of high blood pressure by 30%. By simply reducing our daily intake of salt, we can lower our risks of high blood pressure. Heart and Stroke Foundation recommends that Canadians eat less than 2,300 mg of salt (about 1 tsp / 5 mL) a day to manage or prevent high blood pressure.

How can you reduce your salt intake?

1. Avoid using salt at the table and use as little as possible in your cooking.
2. Eat fresh foods most of the time. Try to prepare more home-cooked meals.
3. Choose foods labeled "low sodium" or "no salt added."
4. Limit portions and how often you eat processed foods.
5. Eat out less often.

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

Annual Best Practice Spotlight Open House celebrates prestigious designation

On January 29th, 2010, St. Joseph's Healthcare Hamilton (SJHH) celebrated its 2009 designation as a Registered Nurses Association of Ontario (RNAO) Best Practice Spotlight Organization (BPSO) and showcased 52 posters highlighting best practice initiatives across the organization. St. Joe's was one of only 12 healthcare organizations honoured with this prestigious award, recognizing sustained organizational commitment and leadership in ensuring patient care is informed by the best available evidence. This nursing-led initiative has been greatly enhanced through interprofessional participation and collaboration, living proof of the BPSO slogan: **Best Practices – It Takes a Team!**

Over the past three years, St. Joe's has met and surpassed the rigorous expectations set out by RNAO to become a BPSO. SJHH nurses implemented 11 clinical and healthy work environment Best Practice Guidelines (BPGs), contributed to the development of seven new BPGs, and reviewed 14 BPGs and an Educator's Resource for the integration of BPGs. We have also placed an intentional focus on the sustainability of those best practices already implemented. This journey has also realized more than 100 nurses achieving Best Practice Champion status, while 19 nurses attended week-long RNAO Summer Institutes, and 17 nurses successfully completed Advanced Clinical Practice Fellowships, many of which focused on Best Practice Guideline implementation.

In 2009, SJHH became an organizational member of the RNAO/University of Ottawa Nursing Best Practice Research Unit. Committed to disseminating our work, SJHH nurses have made an impressive 67 presentations to regional, national and international conferences, published and developed manuscripts for publication, and played lead roles in funded research studies that will contribute to a greater understanding of factors associated with successful BPG implementation.

The celebration included an inspiring address from Winnie Doyle, Chief Nursing Executive and VP Clinical Services, entitled "*BPSO: Building Capacity and Investing in our Nurses*". Greetings and congratulations were brought from Kevin Smith, CEO of the St. Joseph's Healthcare System and Dr. David Higgins, President of SJHH. The CEO of LHIN 4 (Hamilton, Niagara, Haldimand, Brant), Pat Mandy, spoke of SJHH's role as nursing leaders in the LHIN 4 BPSO candidacy, participating on the Steering Committee and related working groups and research. SJHH nurses are providing content expertise and mentorship to the LHIN's BPSO initiatives related to prevention of falls and pressure ulcers, and cultural competence. Enthusiastic congratulations were given by Irmajean Bajnok, Director of RNAO's International Affairs and BPG Programs who spoke of her high regard for SJHH's focus on nursing knowledge and our unique approach of bundling BPGs in a meaningful way to embed them into practice. Framed certificates were presented to nursing representatives from all three campuses, where they will be proudly displayed. The celebration concluded with a video, produced by Helen Kirkpatrick, SJHH BPSO Coordinator, highlighting and celebrating the lived experience of many nurses who have made a difference in the lives of their patients and colleagues through St. Joe's investment in their professional development.

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Take a Break on Us!



Open a savings account with your credit union
and receive a \$25 gift card to Second Cup.
Already a Member? Great!!!
Referrals get a \$25 gift card too!



St. Joseph's Hospital Credit Union Office,
Room G1104
Office Manager: Kathee Berry • Ext: 32910
Fax: 905-308-7224 • www.hmecu.com

HOURS OF OPERATION
Mon, Tues, Thurs, Fri... 8:30am to 4:30pm
Wednesdays..... 10:30am to 5:00pm
Closed Daily from..... 1:30pm to 2:30pm

Honouring Long Service achievement at St. Joe's

To replace the way we have been doing things in the past, we are excited to be launching three brand new events to acknowledge the contribution of our employees and volunteers have made to our hospital. The purpose of the changes is to ultimately bring more personal recognition to the remarkable dedication and commitment of these very special individuals. "We value our employees' dedication and want to recognize their contribution to our patients and our organization in very special ways", says Emma Pavlov, Vice President of Human Resources.

An annual Quarter Century Award Service Dinner will be held for employees who have recently completed 25 years service. These employees, along with a guest, will be invited to a special ceremony scheduled to take place on June 8th, 2010. In addition, these employees will be presented with their pre-selected gift in recognition of them having reached this 25 year service milestone.

The next event, scheduled for the Fall, will be the 25+ Year Service reception. This special event is to recognize the service and efforts of all employees who have served SJHH for 25 years or more.

The third event is the Long Service Awards Tea. Also scheduled to take place in the Fall, this tea is an important recognition event honouring all of our employees and volunteers who have achieved service milestones. "We certainly look forward to this new approach in honouring the commitment and dedication of each and every one of our long-serving employees", says Diana Elder, Director of Human Resources.

What we are doing to improve Patient Flow

The Patient Flow Process Improvement Program (PIP) continues to make great progress in improving patient flow at SJHH. The PIP team has completed rigorous Planning and Diagnosis phases to identify opportunities for improvement in patient flow and has now entered into the Solution Design and Pilot phases of the program. A few specific examples of our progress are detailed below.



Example of findings from the **Diagnosis** phases:

Using a workflow analysis exercise, we identified the proportion of nursing time spent on 'value-added' and 'non value-added' tasks during 12 hour shifts. We found that approximately 48% of time is spent on patient care (value-added). However we also identified some non value-added activities; for example 2% of time is spent looking for equipment and supplies. This provided an important opportunity for process improvement: reviewing organization of equipment rooms, clean cores, medication rooms and nursing stations.

Examples of solution from the **Solution Design & Pilot** phases:

'5S' is one solution that has been implemented in the CTU West, CTU Central and DCD equipment rooms, clean cores, medication rooms and nursing stations. 5S stands for: *Sort, Set in Order, Sanitize, Standardize, Sustain*. The purpose of the 5S initiative is to develop standard, efficient workplace designs that allow staff to spend less time looking for supplies and more time on patient care and other 'value-added' activities. If you have any ideas to improve patient flow, please submit to Bright Ideas or forward directly to the PIP team: Michelle Joyner, Brooke Cowell, Shari Duxbury, Jessica Fry, Claire Kislinsky, Martha Potter and Valerie Thornton.

Submitted by Jessica Fry
Performance Improvement Consultant, QPPIP, SJHH

Controversial researcher

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Dr. Zamboni's research has drawn great international interest regarding conducting further investigations to determine if the findings from his research can be replicated. With their state-of-the-art imaging technology, St. Joseph's Healthcare Hamilton and McMaster University hope to be able replicate Dr. Zamboni's results.



Dr. Paolo Zamboni

To date, approximately \$50,000 out of a needed \$500,000 has already been raised for this research. If you are interested in supporting this research or would like more information regarding this study, please contact (905) 522-1155, ext. 35313.

BPSO

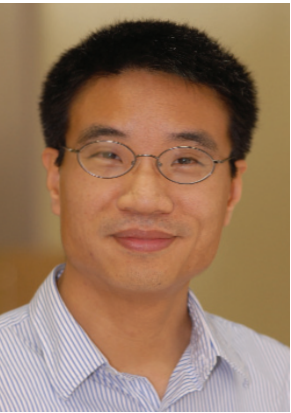
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Participants then enjoyed refreshments as they viewed the 52 posters, and connected with the presenters to share successes, challenges and unique approaches to ensuring that all practice is Best Practice.

Now is the time to start planning for your team's submissions to next year's 6th Annual Best Practices Open House. Join the SJHH Best Practice team and show how Best Practices can make a difference in the lives of our patients and staff.



St. Joe's Mental Health researcher receives prestigious award



Congratulations to Dr. Michael Kiang, Psychiatrist in the Mental Health and Addiction Program at St. Joseph's Healthcare and Assistant Professor of the Department of Psychiatry and Behavioural Neurosciences at McMaster

University, who was a recent recipient of the prestigious John Charles Polanyi Prize. Dr. Kiang was recognized for his innovative work in mental health research and is the first psychiatrist in Polanyi Prize history to be awarded this honour.

"This is a great honour to be recognized for work in mental health research," said Dr. Kiang. "This award will assist my research, especially in the focused area of the study of brain abnormalities that lead to symptoms of schizophrenia."

In honour of the achievement of John Charles Polanyi, recipient of the 1986 Nobel Prize in Chemistry, the Ontario Government established this annual award to provide up to five prizes to outstanding researchers in the early stages of their career who are continuing post-doctoral studies at an Ontario university.

May Day 1980 was a day that changed us forever

May 1st, 1980 started out as just an ordinary day but it turned out to be a day that would change St. Joseph's Hospital forever.

Just after nine that morning, smoke from an electrical fire in the basement boiler room triggered a two-alarm fire. Eight minutes later, city fire crews arrived to find smoke billowing from the walls and ceiling, sending toxic fumes into the lower levels of the hospital and to the patient floors above.

All surgeries were immediately cancelled with the exception of two surgeries that were already in progress. By 10 a.m., hospital administrators ordered a full evacuation of the premises and within minutes, the hospital parking lot started to fill with beds as staff and volunteers began moving patients away from the scene. Many patients were transferred to other area hospitals via ambulance, fire truck, city bus, and mail delivery truck. In total, 510 patients were evacuated in just over an hour.

Three hours after the emergency was declared, the fire was extinguished though smoke damage was intensive. Several firefighters suffered smoke inhalation, but miraculously, no patients or staff members were hurt.

During the next two weeks, crews worked tirelessly on rebuilding the damaged areas and on May 14th, the hospital was once again opened to the public and within days, all business returned to normal.



Overpass Walkway: Notice of Temporary Closure

The Overpass Walkway from the Mary Grace Wing to the Fontbonne Building is now closed for renovations until **June 12th, 2010**.

A mini-bus transportation service is available to transport people between the Fontbonne Building and the main hospital. Walking routes are also posted.

If you have any questions or concerns, please contact Angela Strazzeri, Redevelopment Project Manager at (905) 522-1155, ext. 35946.





Thank you, Volunteers

National Volunteer Week pays tribute to the millions of volunteers across the country who give of themselves to better their communities. It is a time for all of us to pause and celebrate the energy and commitment of our volunteers.

Here at St. Joseph's, over 610 volunteers give their time, passion and caring to the many patients, families, visitors and staff of this hospital. They are students, professionals, new immigrants and retirees who live and work in our community. These special people contribute in so many ways to support over 50 programs and services across the hospital and in 2009 this group of dedicated individuals donated over 76,000 hours to enhancing patient care at St. Joe's!

By celebrating the efforts of our volunteers, we create opportunities to raise awareness about the vital contribution they've made and continue to make to SJHH. This National Volunteer Week, be sure to reach out and thank our St. Joe's volunteers!

Robert Earith

Pre-Admission Assessment Unit
Volunteering since June 2009

A life-long Hamiltonian, Robert was a restaurant owner until 1994 when he took on a position in cable construction until his semi-retirement in 2009. Just a few months earlier, Robert was hospitalized in ICU and Urology. While at St. Joe's, he saw the great work that staff and volunteers were doing and how everyone cared enough to get him back to health. Upon discharge, Robert knew that he wanted to give back to the hospital that as he says, "gave back my life."



Since he began volunteering, Robert has continued to support the hospital's Pre-Admission Assessment Unit by assisting patients to prepare for surgery. In his short time at St. Joe's, Robert has already accumulated over 700 hours of volunteer work!

Joan Jervis

Acquired Brain Injury Program
Volunteering since 1984

For the past quarter century, Joan has been volunteering her time in a number of areas of the hospital including the Spiritual Care Department and the Acquired Brain Injury (ABI) Program.



Some time ago, Joan's daughter was involved in an accident and suffered from a head injury. This prompted her to explore the ABI volunteer opportunities further. "I felt that with my own personal experience, I could be helpful by supporting both the patients and their families."

When she first joined the ABI Program, Joan spent her time in the Life Skills Centre where she was responsible for supporting all the day programs, assisting clients with various day-to-day activities. "The most rewarding experience is feeling like you have made a difference in someone's life," says Joan.

Gary Sun (student volunteer)

King Campus
Volunteering since May 2009

Gary volunteers his time in the Hemodialysis Unit as well as in the Urgent Care Centre when he is not attending a victory lap at Orchard Park Secondary School full time.



Since beginning his volunteer position at St. Joe's, Gary has captured the hearts of many patients and staff members because of his positive outlook on life, willingness to help others and ability to provide an exceptional level of care to all patients and their families. Gary always takes initiative and goes above and beyond the call of duty to ensure that everyone is of.

Because of Gary's tremendous efforts at St. Joe's, the Volunteer Resources staff has recognized Gary as a trainer, exceptional community leader and an excellent role model for all.



New Medical Staff award honours employees who go above and beyond the call of duty

Congratulations to Porter, Steve Baswick who was recently awarded the Medical Staff's new *Service Excellence Award*.

On March 17th, Steve was recognized for his tremendous contributions to the hospital's Diagnostic Imaging Department. Always going above and beyond in his day-to-day work, and his contagious positive attitude made Steve the obvious choice for this award.

Steve is only the second recipient of this physician nominated *Service Excellence Award*. In late 2009, Julie Dehghani from Environmental Services was presented the award for her outstanding work in the OR.

The latest Payday Payouts winners are...

St. Joseph's
Healthcare Hamilton
FOUNDATION

This is your chance to win over \$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 St. Joseph's Healthcare Hamilton.

Winner: Karen Lemay
Department: Med. Secure Forensics Unit
Draw Date: February 18th, 2010
Prize Amount: \$5,401.50

Winner: Kris Philip
Department: Medical Assessment Unit
Draw Date: March 4th, 2010
Prize Amount: \$5,389.50

Winner: Lisa Craig
Department: OR
Draw Date: March 18th, 2010
Prize Amount: \$5,373.00

For more information on PayDay Payouts, contact St. Joe's Foundation at (905) 521-6036.

Don't forget to visit:

MyStJoes

intranet home page for up-to-date
NEWS, EVENTS & INFORMATION
at
St. Joseph's Healthcare Hamilton!



President & CEO's Message



I am delighted to be writing my first message to you in my capacity as President and CEO of the St. Joseph's Health System. I would like to thank Mr. Brian Guest, former CEO and current Executive Lead of Corporate Renewal and International Outreach for his tremendous leadership in all our communities in making the Corporate Renewal Process happen.

Since the success of the Haiti Media Telethon on January 26th, we continue to have incredible momentum regarding our efforts to support our colleagues in responding to the terrible tragedy of the Haiti Earthquake. To date, we have raised over \$1.2 million from donors, the private sector, and from significant contributions from Catholic Parishes and other organizations. Many essential items have been donated by our partners or purchased by us in addition to the figure above, including an essential hospital capacity generator and sterilizer unit. At the very same time, our team was also on the ground in Uganda making meaningful contributions to our partner organizations there.

Sincere thanks to each and every one who has been involved in the success of our International Outreach efforts to date. At the SJHS, we are working towards enhanced infrastructure including a dedicated board for the IOP and a strategic planning and communication process.

I would like to congratulate Dr. Alexandre Dauphin, the recent recipient of the 2009 John C. Holland Award. This award, established in 1996, serves to recognize the significant contributions of African Canadians to our entire community. Dr. Dauphin was recognized for his life-saving international medical outreach work.

I continue to work with the SJHS Board on the vision for the organization. This vision definitely includes enhancing the patient experience and improving the transitions through the different levels of care. I would also like to work with you to ensure that we continue to focus on our outcomes and measurements of our results.

With our recent facility outbreaks, I would also like to take this opportunity to remind everyone to continue to be vigilant in your hand hygiene and infection control practices. This is the most effective route that we can take in preventing such outbreaks. They are entirely preventable and in my opinion, we as an organization, are completely responsible for them.

*Dr. Kevin Smith
President & CEO - St. Joseph's Health System*

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 prior.

Public Affairs Department, Rm T1407
50 Charlton Avenue East, Hamilton ON L8N 4A6
Telephone: (905) 522-1155 ext. 33423 Fax: (905) 540-6531 Email: kdebreau@stjoes.ca

Managing Editor: Kyla Kumar **Editor:** Karen DeBreau **Contributors:** Debbie Silva, Lindsay Whelan, Michelle Rickard **Photography:** Craig Peters