

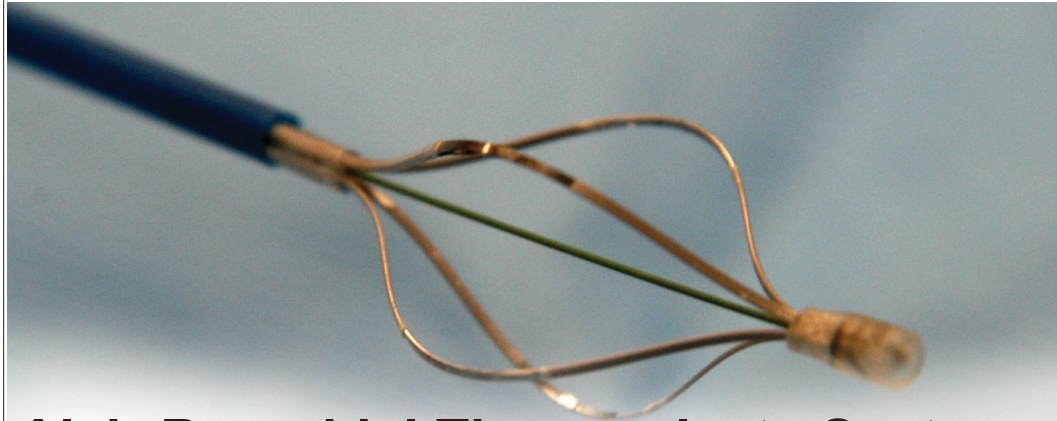
President's Message



"Heal me", "Be nice to me", "Don't hurt me" and "Treat me timely". These are the basic expectations of patients and their families upon arrival to a hospital. We would expect and wish for nothing less for ourselves, our families and friends; especially when they visit St. Joe's. New mandatory hospital safety reporting requirements are enabling patients to investigate the quality and patient safety performance of Ontario hospitals. This month, the Ministry of Health publically reported on a comprehensive series of safety and quality measurements of all Ontario hospital. These included the following indicators: C. difficile, Methicillin-resistant Staphylococcus Aureus (MRSA), Vancomycin-resistant Enterococci (VRE), Surgical Site Infection prevention, Central Line Infection, Ventilator-Associated Pneumonia and Hand Hygiene.

The requirement to report our performance on these indicators is in addition to our usual reporting of wait times for surgery and advanced x-ray tests. This data is part of an increasing series of measurements about St. Joe's which our patients and community will be able to view on the Ministry of Health website to assess our care and its quality. Public reporting of safety and quality data is now routine in many jurisdictions such as in large hospitals in the US, the National Health Service in Britain and many Canadian health and hospital systems. New proposed legislation intends to place emphasis on yet more measurements and processes in hospitals

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Alair Bronchial Thermoplasty System receives FDA approval

St. Joseph's leads extensive research behind development of ALAIR system

The United States Food and Drug Administration (FDA) has approved the use of a non-drug treatment that offers long-lasting control of severe asthma in individuals 18 years of age or older. Health Canada approval of its use in Canada is currently in progress.

Bronchial Thermoplasty is a procedure that reduces the amount of airway smooth muscle that is responsible for the constriction of airways in asthma patients. Using a flexible bronchoscope (pictured above) through the nose or the mouth, physicians treat the airways with radio-frequency energy that heats the airway wall and reduces the amount of smooth muscle in the airways. The procedure is performed during three treatment sessions, each lasting less than one hour, and spaced apart by approximately three weeks. The procedure, like many other flexible endoscopy procedures, is done under light anesthesia and the patient returns home the same day.

"With this FDA stamp of approval, physicians in the US will be able to offer a treatment option to their patients who suffer from severe asthma," says Dr. Gerard Cox, co-lead of the Canadian arm of the AIR2 Trial, a recently completed trial designed to evaluate the Alair System, and Respiriologist at the Firestone Institute for Respiratory Health at St. Joseph's Healthcare Hamilton. "These patients continue to suffer from debilitating asthma attacks, impacting on their quality of life day-to-day. Bronchial Thermoplasty can be a long-lasting answer to their troubles."

FDA approval of the Alair System was largely based on the promising results of the AIR2 Trial, a double-blind, randomized study designed to evaluate the safety and effectiveness of Bronchial Thermoplasty in adult patients with severe asthma. Not only did the trial demonstrate that patients treated with the Alair System

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From Motherhood to Menopause



St. Joseph's own Dr. Claudio Soares, Director of the Women's Health Concerns Clinic and CTV's Medical Expert Dr. Marla Shapiro answer questions at the **From Motherhood to Menopause** public discussion held on Tuesday, May 11, 2010 at the Hamilton Spectator Auditorium.

Website launched to help patients and families learn more about Kidney Care

St. Joseph's Healthcare Hamilton is pleased to have recently launched its brand new Kidney Cancer Care website.

Launched in conjunction with National Kidney Month in March, the website has been developed as a resource for those who are experiencing kidney ailments and to help individuals easily navigate on a user-friendly website that offers an abundance of very helpful information, including "Your Kidney" which anatomically displays and details the kidney.

"Our website is a patient-oriented portal providing information

cancer," says Dr. Anil Kapoor, Urologist at St. Joseph's Healthcare and Director of McMaster University – St. Joseph's Healthcare Kidney Cancer Centre of Excellence. "This is an excellent resource for our current and future patients to better arm themselves with more knowledge about their disease."

Website visitors will find up-to-date information about kidney cancer and its treatment, recent advances in management, clinical research information, and links to the hospital's basic science research program.

St. Joseph's Healthcare is a regional and international leader in clinical care, education, and research of kidney and urinary disease management. It is also Canada's busiest renal (kidney) laparoscopic (small incision) surgery centre. Last year, the hospital also performed 100 kidney transplants making it one of the nation's top live-organ kidney transplant facilities.

The Kidney Cancer Care website, made possible through a generous gift from Andrew and Judy Menceles to St. Joseph's Healthcare Foundation, can be found at: www.kidneycancercare.ca

and links regarding the cutting edge management of kidney

THE STORY BEHIND THE NAME

Sister Mary Grace

Sister Mary Grace was born Marie Bridget Stevens just after the turn of the century. The only child of a factory worker, she was placed in an orphanage after the death of her mother, living in a series of boarding homes throughout her childhood. An energetic and outgoing girl, Marie attended



Lyceum School (now Cathedral High School) where she excelled in Dramatic Arts. She later went on to perform in local theatre productions including a stint as a chorus line dancer at the old Capital Theatre in downtown Hamilton. At the age of 26, Marie joined the Order of St. Joseph.

After graduating from St. Joseph's School of Nursing, Sister Mary Grace as she was now called, quickly worked her way up to Superintendent of Nurses and later Hospital Administrator in Guelph and Kitchener, moving on to become Administrator of St. Joseph's Hospital in 1954.

From then until her retirement in 1970, Sister Mary Grace helped to position St. Joseph's Hospital as "one of the most progressive hospitals in Ontario," according to Dr. William Goldberg, St. Joe's first Chief of Medicine. "Sister Mary Grace helped to revolutionize St. Joe's. She not only saved it, she created an atmosphere that made it one of the best hospitals in Ontario."

After her retirement from St. Joseph's Hospital, Sister Mary Grace joined St. Joseph's Villa where she worked as Administrator and later in its Pastoral Care Department. It was here, at St. Joseph's Villa on November 13th, 1999 that Sister Mary Grace died at the age of 97.

At the hospital's official grand re-opening ceremony held on June 7th, 2000, St. Joseph's Healthcare officially renamed its surgical wing in honour of this outstanding and most beloved Sister.

THE STORY BEHIND THE NAME was developed by the hospital's Public Affairs Department to highlight and celebrate the significant achievements of those who helped shape what St. Joseph's Healthcare Hamilton stands for today.

Dr. Mehran Anvari receives ORION Award for Leadership

Congratulations to Dr. Mehran Anvari who was recently presented with the ORION Award for Leadership.

The ORION Awards, held in the MaRS Atrium in Toronto in April, is presented annually to innovators in recognition of their achievements as champions of advanced technologies in research, teaching and learning. They are committed to driving innovation and next-generation research and education in Ontario.

A creative visionary and acknowledged leader in the fields of minimal access surgery, telerobotic surgery and telementoring, Dr. Mehran Anvari is a Professor in the Department of Surgery at McMaster University, and Scientific Director and CEO of the Centre for Surgical Invention and Innovation, and Director of the Centre for Minimal Access Surgery (CMAS).

Through CMAS, the first of its kind in Canada, Dr. Anvari has promoted the use of minimal access techniques in all surgical specialties and has focused on improving patient outcomes, minimizing the physical, emotional and financial impact of surgical procedures on patients and reducing hospital admissions and the associated costs.

Dr. Anvari is one of the first surgeons in Canada to use robotics in surgery, and in 2003 he established the world's first telerobotic surgical service linking St. Joseph's Healthcare Hamilton and North Bay General Hospital.



Dr. Mehran Anvari (centre) accepts his award, presented by Reza Moridi (left), Parliamentary Assistant to the Minister of Research and Innovation, and Maxim Jean-Louis (right), President and CEO of Contact North/Contact Nord and ORANO Board Chair.

Submitted by Debra Vivian,
Director of Communications - Centre for Surgical Invention and Innovation

President's Message

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as a guide to establish new funding arrangement for hospitals.

Our staff have collaborated to make many advancements at SJHH but I believe we have a way to go to ensure all staff are aware of the importance behind these new expectations and responsibilities. Our hand hygiene compliance, for example, has improved since we have prioritized hand washing but there is considerable variation across St. Joe's with poor compliance particularly in some units and among some staff groups. Others have done remarkably well. In the new reality this continued poor response will directly threaten the financial health of our institution and jeopardize the funding allocated towards our programs, research and education.

I welcome this new era of transparency and focus on quality. I hope it will energize us to look differently at the way we do things. I am also inspired by the opportunities to collaborate and improve patient care to support our standards and traditions. The leadership

of our staff has generated many successful projects across our sites which demonstrate remarkable quality improvement and increased effectiveness of care. The units who have openly embraced these challenges often find that it renews interest and energy for the staff. I was most impressed at the recent Nursing Awards dinner to hear the energy, passion and enthusiasm which is generated and spread by remarkable people doing extraordinary things and seeing the joy they have brought to their work.

It is a personal goal to further familiarize myself with our three busy Campuses, interact with staff and understand the variety of work being done in the units and departments. An Open Forum will take place at all Campuses in June and I encourage all staff to attend. I look forward to talking about all our current projects, our accomplishments and the challenges, answering your questions and learning about your work.

Dr. David Higgins
President - St. Joseph's Healthcare Hamilton

Are You Code Ready?

Code ORANGE is designated to act as a response to an external disaster whereby the influx or surge of patients will demand additional resources to manage the incident.

Code ORANGE

BODY WATCH

Fuel your body right with a healthy Breakfast!

Breakfast is energy to your body like fuel is to a car. If you are low on fuel it is like a car running on empty – slow and useless.

Eating breakfast can influence calorie intake throughout the day, it helps to control appetite and lower chances of snacking and overeating at later meals. People who skip breakfast may not be as successful with weight management as those who do eat breakfast regularly. Research shows that breakfast eaters tend to weigh less than breakfast skippers. They have found that those who skip breakfast end up eating more calories through the course of the day compared to those who don't. This may be due to increased feelings of hunger which can lead to overeating later in the day.

Depending on the kinds of food eaten, breakfast can provide you nourishment, and feelings of fullness and satiety. It is important to remember that not all fuel is created equally. You can get more mileage from a bowl of oatmeal than a donut or a cookie. The sugar used in donuts and cookies are used rapidly as an energy source, more so than a bowl of oatmeal. Think high fibre and complex carbohydrate.

Making breakfast part of a daily routine is a key strategy to use as part of a lifestyle management approach for long-term, sustainable weight loss.

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

Working hard to ensure an environment free of stigma and discrimination

Although society has moved forward dramatically in the acceptance of individuals of diverse backgrounds, cultures and beliefs, continued stigmatization and discrimination of individuals living with mental illness and addiction, their families, and mental healthcare providers continues to this day in our community and in our hospital. Believing that we can and must do something, the Mental Health and Addiction Program of St. Joseph's Healthcare Hamilton launched its Anti-Stigma Initiative in 2009.

Most of us know someone with a mental health or substance use problem. While statistics suggest that 1 in 5 individuals will experience mental illness in their lifetime, and one in seven, a substance use problem, there continues to be a lack of understanding and support for individuals who struggle in this regard. Although sometimes a deliberate act, in many cases, individuals may speak without thinking about the impact of their words or they respond in fear about something they do not understand. As leaders in healthcare provision, all St. Joseph's staff have the opportunity to champion the reduction of negative beliefs and behaviours to help make positive change.

What can we do differently?

1. *Treat everyone as you would like to be treated yourself – with respect and dignity. Embrace everyone as a unique human being by getting beyond the label of a diagnosis.*
2. *To truly understand mental illness and/or substance abuse, ask someone who is living with mental illness and/or addiction, about their experience.*
3. *Choose your words carefully. Refer to individuals by their name, not their diagnosis or addiction, and use person first language (e.g. a person with Schizophrenia vs. a Schizophrenic).*
4. *See the strengths and skills people have to offer rather than their weaknesses or deficits. Anyone can develop a mental illness and/or addiction. It takes great courage and resilience to recover. We can all learn from people in recovery.*
5. *Be a champion for change. Challenge the myths of mental illness in your workplace, community and home. Focus on the positive because mental illness and addiction make up just one part of a person.*
6. *Help us achieve our goal to enhance the care and work experience at St. Joseph's Healthcare by creating an environment **FREE OF STIGMATIZATION AND DISCRIMINATION.***

For more information, please contact the Anti-Stigma Initiative Lead, Fiona Wilson, Coordinator Peer Support Services at ext. 36446 or Marsha Dinsmore, Registered Nurse at ext. 35159.



Take a Break on Us!



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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



Final Quarter results show significant improvement in hand hygiene compliance

Congratulations to the staff from OR & PAR, NICU and the King Campus who took top honours in the 4th and final quarter of our corporate Hand Hygiene compliance competition. These teams scored over 80% in hand hygiene compliance for each of the 4 Moments.

Honorable mention goes to runners-up, Rehab and Charlton 1 (Dialysis Techs/ Nurses, Ambulatory Therapeutics including Audiology, Speech Language Pathology, Occupational Therapy and the Day Therapy Program, Diabetes Program and Chronic Disease Management). Honourable mention requires over 80% in three of the four moments of hand hygiene.

Congratulations to Susie Moss, winner of the flat screen television draw.

As SJHH enters its 2nd year of achieving our goal of 95% compliance, please remember that proper hand hygiene practices are critical in the prevention and reduction of infections. Clean hands are not a choice but a patient's basic right to quality care.

Thank you to all staff for working so hard to raise our rates of hand hygiene compliance and for truly making a difference. Congratulations!

May is... Speech & Hearing Awareness Month

Did you know that one in ten Canadians are affected by a communication disorders?

May is Speech and Hearing Awareness Month. The goal of this annual campaign is to increase the public's sensitivity to the many challenges faced by the millions of Canadians who have a speech, language, or hearing problem.

The dedicated Speech-Language Pathologists and Audiologists at St. Joseph's Healthcare work daily with patients of all ages to help them make their lives richer, more productive, and more enjoyable through improved communication skills.

If you have questions about our services or the professions of Speech-Language Pathology or Audiology, please contact the department of Speech-Language Pathology at (905) 521-6101 or Audiology at (905) 521-6102.



2010 Starry Night to be biggest and best yet!



This year's event is set for November 20th and will be held at a brand new location, Hamilton's Convention Centre. Through the endless hours and great effort of the committee members, this year's celebration promises to be the "biggest and best" Starry Night yet! We are able to offer the same great prize layout, ticket prices, and FREE parking at the **Hamilton Convention Centre**.

Be sure to watch out for more information to come your way as we get closer to the big night. Further communications will be available throughout all three Campuses as well as under "News, Events & Information" on MyStJoies.

If you have any questions or concerns regarding past events or our upcoming event, feel free to contact any of the committee members.

Creating a Culture of Attendance

St. Joe's dedicated to reducing Sick Time through Attendance Management Program

Awareness, Accountability and Wellness: We all have a role to play!

In 2007, St. Joseph's Healthcare Hamilton spent an estimated \$9.2 million on sick time costs. This figure did not take into account the additional costs to the hospital in overtime, replacement and loss of productivity. To combat these increasing costs, the hospital launched its new Attendance

January of this year, our sick time hours have begun to increase again.

St. Joseph's Healthcare is relying on the gains it has previously made in the reduction of sick time to contribute to its balanced position during the 2010/11 budget year. To do so, we must now

trying to understand and elevate some of the barriers and unique challenges these departments and individual's may be facing. There will also be a key focus on staff communications so all staff can now expect to see regular communications and updates regarding this program and how we are doing compared to the OHA average.

What can you do to help us reach our organizational sick time average of 9.25 days per employee?

- Hold each other accountable.
- Use your sick time responsibly.
- Report in appropriately.
- Provide proper documentation when appropriate.
- Stay up-to-date on your own sick time (as outlined on your paystub).
- Stay up-to-date on how your department is doing via monthly Departmental Sick Time Graphs.
- Be sure to forward all your helpful ideas and suggestions to:
BrightIdeas@stjoes.ca.
- Stay tuned for more info on our Attendance Management Strategy in the next issue of **CONNECTIONS**.



"The quality of healthcare at SJHH relies heavily on the skills and expertise of all employees, whether they are involved in direct patient care or in providing a support service. Everyone plays a role. Critical to our success is the personal commitment of every employee to regular attendance. If every employee takes responsibility for regular attendance at work, we can reduce our sick time cost at SJHH, promote a positive and safer environment for patients and employees, and improve the services we deliver to our patients and our community."

- Dr. David Higgins, President, SJHH

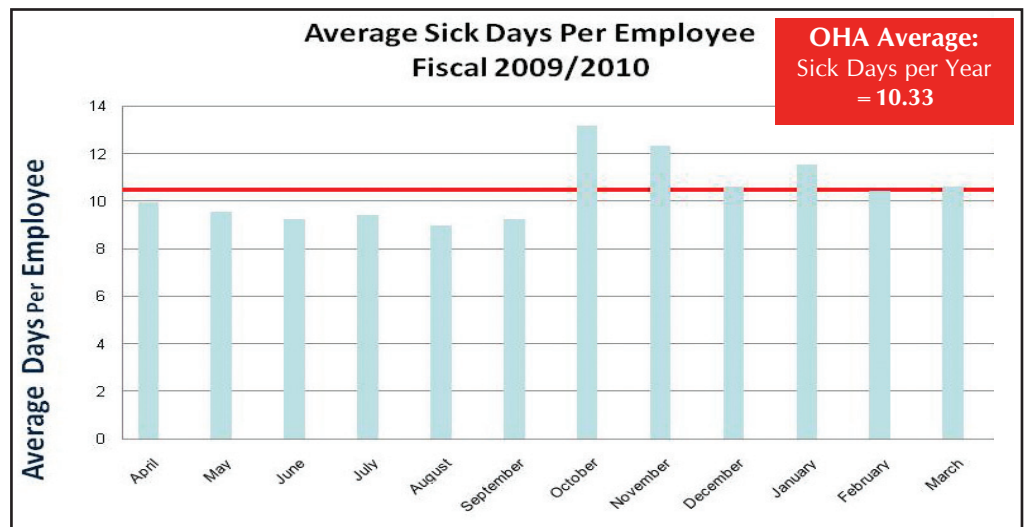
Management Program in January 2009, designed to establish a procedural framework that would provide a basis for a consistent approach related to absenteeism and ultimately increase awareness and accountability for sick time.

In January 2010, only one year after St. Joe's launched the Program, the hospital not only met, but surpassed its goal of meeting the Ontario Hospital Association's (OHA) sick time average of 10.33 days per employee. We ended the year with an average of 10.25 days per employee. In the two six-month periods in 2009, over 2900 perfect attendance letters and 2223 near perfect letters were given out. Special mention goes to the staff of the Housekeeping and ICU departments for receiving the greatest number of letters. Congratulations to staff for all the hard work and dedication in meeting this target. A job well done!

There is however, still work to be done in further decreasing our sick time averages, especially in light of the fact that since

achieve a sick time average of 9.25 days per person.

To achieve this goal, the hospital is taking a new three-pronged approach which will include offering further support to those areas experiencing the most challenge in meeting the sick time average as well as for those employees with the highest rates of absenteeism. Specific emphasis will be placed on



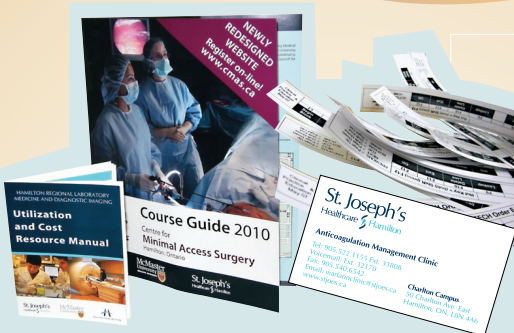
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Team Lead
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**Enhancing SJHH Culture...
One department at a time**

The Kudo's Box and the Fish Tank



In a conversation with Nurse Manager, Sharon Simons one day, she raved about the "Kudos Box" Strategy she and her team had implemented in the Mood Disorders Program at the West 5th Campus to address the results of the Culture Survey. So I arranged a meeting with her to find out more about it.

Imagine my delight when I found that about nine staff had joined Sharon to enthusiastically share their experiences with me about the Kudos Box. And boy, were they enthusiastic!

The Kudos Box is a simple decorated shoe box in which staff can insert "Kudos Cards" that have two questions: "For Who?" and "For What?" with space for the submitter's signature.

The purpose of the Kudos Cards is to recognize staff that go "above and beyond" the regular expectations of the job.

On a monthly basis, before their interdisciplinary staff meetings, Sharon empties the box and they are read out loud. Each of the kudos is then put in a binder and left on the unit for everyone to read. The name of each person who receives a "Kudo" is placed in a draw for a certificate to Tim Horton's, Second Cup or Lemongrass.

This strategy has brought a number of benefits to the team:

- It enhanced overall morale within the department.
- Every discipline has been recognized, reinforcing the importance of each team member.
- Because night staff are able to participate, it has helped them feel more included and part of the team.
- It has brought humour to team meetings as the debriefing of the kudos has often elicited laughter and jokes.
- It has brought a greater focus on patient care to the department.
- It has broken down some barriers to giving one another feedback.
- It has become a living expression of how much the staff care about one another.

Now, you may be asking yourself: What about the fish tank? Well, the person who received the most number of kudos is the one who cleaned the fish tank! The tank had become really grungy and no longer supported fish life. So, this lucky individual rolled up her sleeves, scrubbed it inside and out, (including all the little fish tank statues), and even engaged the clients in shopping for the brand new fish.

This was considered a huge success for the team and has become a funny story that will likely live on in this department's culture for some years.

One of the important things I learned from this unit's experience is that the success of recognition strategies is often correlated with the amount of respect, trust and humour that already exists within a team.

Kudos to everyone in the Mood Disorders Team for their success in using the "Kudos Box" to reinforce their strong team spirit!

*Submitted by Sharon MacQueen
Director of Employee and Organizational Development, SJHH*



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: Judith Vair
Department: Mood Disorders
Draw Date: April 2nd, 2010
Prize Amount: \$5,422.50

Winner: Helen Overholt
Department: Forensics
Draw Date: April 16th, 2010
Prize Amount: \$5,379.00

Winner: Tamara Makris
Department: Post Partum Care
Draw Date: April 30th, 2010
Prize Amount: \$5,431.50

For more information on the Payday Payouts Staff Lottery, 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!

TELUS WALK to Cure Diabetes

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Sunday, June 13th, 2010

Pier 4 Park - Hamilton

Contact ext. 33408 to register or for more information.

Bronchial Thermoplasty

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improve their asthma quality of life over patients who rely solely on medical therapy after one year, but these patients also experience other clinically significant benefits, including: a 32 per cent reduction in asthma attacks; an 84 per cent reduction in emergency room visits for respiratory symptoms; a 73 per cent reduction in hospitalizations for respiratory symptoms; and a 66 per cent reduction in days lost from work/school or other daily activities due to asthma.

Asthma is a common disease in which the airways in the lung become inflamed, excess airway mucus is produced, and airways narrow when muscles within the airway walls contract. During an asthmatic attack, in response to an asthma trigger such as an allergen or irritant, the airway smooth muscle may contract leading to airway narrowing and breathing difficulties. Asthma currently affects more than two million people in Canada.

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

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