

## President's message



At the point of this issue going to print, St. Joseph's Healthcare Hamilton is experiencing a serious C. difficile outbreak at the Charlton Campus. Hand hygiene, facility cleanliness



## St. Joseph's is committed to ensuring a healthy and infection-free hospital

and proper infection control practice is expected by our patients. Our patients and their families are rightly most concerned and angered if we, as health professionals, breach posted protocols and do not follow appropriate practice.

Infections acquired in hospital are often serious and occasionally deadly and are a source of great distress to patients and families. They also greatly increase the workload of our employees. Many cases may be preventable. Patients requiring isolation have an immense impact on patient flow through reduced bed availability, which leads to Emergency Department overload and surgical cancellations which are extremely costly.

We need your ideas, initiative and collaboration on your units and with your team to develop

a process to fight this infection at the front line and we will help you. I ask our medical staff to ensure that antibiotics are used wisely and make review of antibiotic treatments a part of your daily rounds.

To ensure we are doing all we can for our patients, we have also embarked on two additional initiatives. Firstly, an Infection Control Resource Team from the Ministry of Health has been invited to observe our practices and advise us on opportunities to further increase our infection control vigilance. It is our hope that their expertise will identify additional methods of outbreak prevention. Second, we have implemented a new, faster and more sensitive test for identifying C. difficile. The PCR (polymerase chain reaction) genetic test is more accurate so we can detect earlier, begin treatment earlier, and shorten the length of illness for our patients. This issue of *Connections* provides information on best practices and ways to prevent and control outbreaks.

Cont'd on Pg. 4

**95%**

**Organizational Goal**

**Hand Hygiene compliance results across all Campuses**

October 30, 2010 to November 30, 2010

**78.9%**

Before Patient Contact

**75.2%**

Before Aseptic Procedure

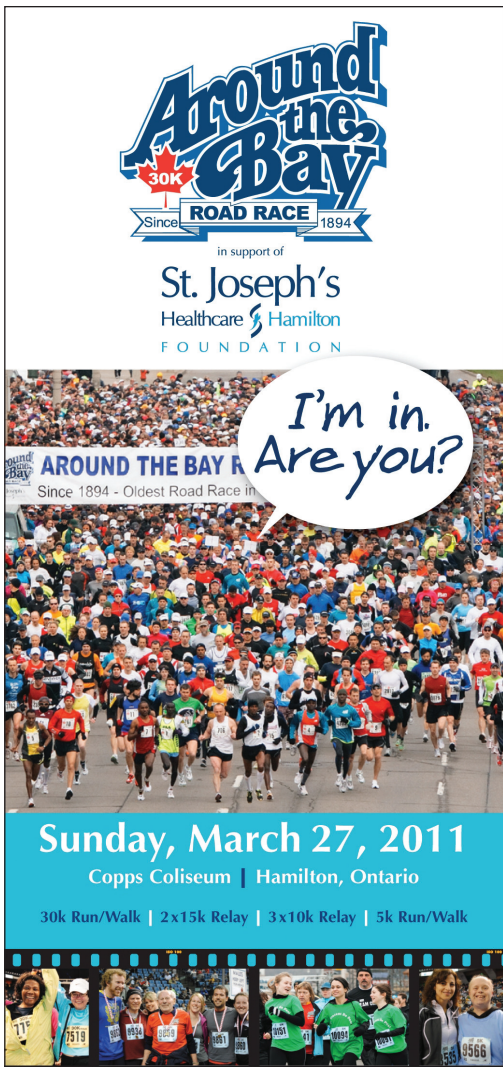
**82.6%**

After Bodily Fluid Exposure

**86.8%**

After Patient Contact





## Annual awards ceremony highlights excellence and leadership in Professional Practice

The annual Health Professionals Awards of Excellence were held on November 2nd, 2010. This year, there were 42 nominations in nine categories reflecting clinical practice, teaching, research, leadership and innovation for individuals and teams. All nominations described exceptional stories reflecting adherence to the mission and vision of St. Joseph's Healthcare, upholding professional practice ideals and interprofessional collaborative practice. Congratulations to:

- Individual Clinical Service Award of Excellence** - Monica Almas
- Individual Teaching Award of Excellence** - Cathy Burger
- Individual Research Award of Excellence** - Dr. Stephanie McDermid Vaz
- Individual Leadership Award of Excellence** - Monica Alderson
- Team Innovation in Professional Practice Award of Excellence** - Clinical Neuropsychology Service
- Team Clinical Service Award of Excellence** - Diabetes Service, Clinical Nutrition, Nursing, Social Work
- Team Leadership Award of Excellence** - Social Work Professional Practice Council
- Team Research Award of Excellence** - Anxiety Treatment and Research Centre, Nursing, Psychology, Social Work
- Team Teaching Award of Excellence** - Addictions Committee of the Social Work Professional Practice Council
- Champion of Professional Practice Award** - Winnie Doyle

The Professional Advisory Council would like to thank those who took the time to nominate someone, the individuals who participated in the nominations review committees and the Health Professionals Recognition Event Committee – Monica Alderson, Sandra Berzaitis Smith, Susy Marrone, Susan McGowan and Cynthia Vander Kooij.

*Submitted by Monica Alderson  
Professional Practice Leader, Occupational Therapy, SJHH*

## Honouring those who have left a lasting imprint on St. Joseph's Healthcare

Each year, the Sisters of St. Joseph of Hamilton Mission Legacy Awards recognize key individuals who have contributed in an exceptional manner to the healthcare ministry of the Sisters of St. Joseph of Hamilton, St. Joseph's Healthcare Hamilton (SJHH), St. Joseph's Health System (SJHS) and St. Joseph's Resource Development System (SJRDS).

On November 11th, 2010, these prestigious awards were presented to 14 outstanding individuals who have demonstrated their devotion and dedication to healthcare in our community throughout their career.

"Mission Legacy Awards provide a tangible way to recognize and celebrate our history and honour those that have left a permanent imprint on our organization and their dedication and mission to serve in healthcare is still felt throughout the community," said Dr. Kevin Smith, President and CEO of SJHS.

Congratulations to every one of the recipients and thank you for all you've given to St. Joseph's Healthcare Hamilton.

### 2009

Bishop Anthony Tonnos  
Sister Teresita McNally  
Dr. Deborah Cook  
Ms. Mary Macdougall  
Ms. Constance McLean (post-humous)  
Mr. Chris Shrek  
Ms. Ruth Stevenson

### 2010

Ms. Mary Ann Breitigam  
Mr. Steve Cowley (post-humous)  
Ms. Beverley Greenwood  
Dr. Charles Robert Kemp (post-humous)  
Dr. Daniel J. Kraftcheck  
Ms. Mary Puntillo  
Mr. Terry Steele

# Are You Code Ready?

Calling a Code Black alerts St. Joe's staff to an emergency situation that has been identified as a bomb threat [written or verbal] or the detection of a suspicious package.

All bomb threats are to be taken very seriously. Staff are to report all bomb threats, suspicious packages or objects discovered anywhere in the facility immediately and are advised never to handle suspicious packages or objects. Only Hamilton Police Services are to remove any suspicious packages or objects found.

The response to a Code Black incident will be led collaboratively between Hamilton Police Services and St. Joe's Incident Command. Remember searching is only to be done in a cursory manner. Scan the environment, close all doors [do not lock], place "room checked" sign on door handle and then immediately move on.

**If a suspicious package is found, DO NOT TOUCH IT. Contact Security Services immediately at ext. 7777.**

*Submitted by Stephanie Trowbridge  
Manager, Emergency Preparedness, SJHH*

**Code BLACK**

## Quarter Century Club celebrates service

*I attended this reception and thoroughly enjoyed it. It was two hours filled with seeing old colleagues, chatting about old times, and just plain fun. Food was great! Kudos to St. Joe's for providing this reception for us "old-timers". I know that everyone at our table were very impressed and thoroughly enjoyed our evening. Quite frankly, I enjoyed the whole event and much preferred the casual food rather than a sit down meal. I found that we mingled more this way. Thanks again.....*

*- unknown submission to "Ask Emma"*



Congratulations to the over 550 Quarter Century Club members who were invited to the reception at Carmen's Banquet Centre on November 3rd to celebrate their remarkable achievement. Thank you for your years of service and dedication to St. Joseph's Healthcare Hamilton!



# Breakfast with Santa

**Get festive and come on out  
and enjoy a hearty breakfast with Good 'Ole St. Nick!**

**Charlton Campus**  
**December 1, 2010**  
**7:00 am-11:00 am**  
**Cafeteria**

**West 5th Campus**  
**December 8, 2010**  
**9:00 am-11:00 am**  
**Cafeteria**

**King Campus**  
**December 16, 2010**  
**8:30 am-10:30 am**  
**Kemp Auditorium**

St. Joe's has made a number of impressive improvements to the quality of patient care in the past few years. A key concept that will underpin our ability to care for patients in all departments will be the development of a coordinated approach to patient flow.

Maintaining and improving patient flow is a simple idea, but in reality a complex task to achieve in our unpredictable and complex environment where we strive to ensure that the right care is provided, to the right patient, in the right part of the hospital in a reasonable timeframe. This statement does not imply that staff workload be increased nor that we are setting an impossible goal; it instead aims to align services to establish greater order from what appears to be an unpredictable environment. Therefore we will have to work in different ways. That is where you come in - to help redesign how and what we do with the eye on ensuring that we take waste out, add value and reduce the unpredictability in your work day.

We have learned much from our efforts thus far. The partnership with Toyota and the current Emergency Department

Performance Improvement Project (ED PIP) has taught us how to divide large issues into manageable components and prioritize. There are many achievements with significant benefit to our patients. Our laboratory team has worked diligently to enhance turnaround time for testing, enabling more rapid and reliable decision-making. In Diagnostic Imaging, the improved scheduling processes enable quicker availability of CT and ultrasound to expedite the decisions for admission and discharges from the ED. Rapid Rounds on busy units enable coordinated decision making and discharge planning to ensure timely patient care and discharge. The upcoming Operating Room and Sterile Processing Department redevelopment will enable provision of care required for current and future patients. The key consideration when building this new space was a design that supports patient flow and staff working patterns. The perioperative program is currently working on redesigning the care processes to ensure our precious facilities are used to maximum advantage for patients and staff.

We are also being monitored for our performance and an increasing portion

of our funding will be tied to delivering wait time targets in surgical procedures, wait times in the ED and radiology testing such as CT and MRI. Failure to achieve these targets will mean a direct reduction in dollars available to support and develop our programs.

I believe that we are making improvements in our ability to care for patients by thinking differently and I thank all of you who are working so hard on a daily basis to care for our patients.

Finally, as we approach the conclusion of another year, I would like to sincerely thank each of you, our employees, physicians, learners and volunteers, for your continued dedication to our patients and St. Joe's. Your commitment ensures that the mission of our founders, the Sisters of St. Joseph of Hamilton, is captured in our everyday work. On behalf of the entire Board of Trustees and the Senior Leadership Team, Happy Holidays and all the best in the New Year.

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



## **Naimark Fellow Award recognizes excellence in healthcare leadership**

Congratulations to John Woods, Director of Quality Planning and Performance Improvements, recipient of the 2010 Naimark Fellow Award. This award recognizes professional excellence among Canada's health service leaders, as demonstrated by outstanding achievements in the EXTRA program. John established early on his commitment to contribute ideas, demonstrate leadership, active participation, a strong ability to engage in the learning process, and lively exchange with peers and faculty.

The Naimark Award is named in honour of Dr. Arnold Naimark's dedicated commitment and service to the Canadian Health Services Research Foundation. EXTRA Fellows play an integral role in helping organizations build the infrastructure and culture in support of EIDM (extend evidence-informed decision-making). St. Joseph's Healthcare Hamilton has been an active participant in the EXTRA program by sponsoring three individuals and three teams of two fellows since 2004.

*Submitted by Gail Gray  
Executive Assistant, Research Administration, SJHH*

## Advisory Council now looking for members

St. Joseph's Healthcare is forming a Patient and Family Advisory Council to bring the perspectives of both patient and families directly into the planning, delivery and evaluation of healthcare. This is yet another way we can help improve the quality and safety of care we deliver each and every day. This is known as patient and family-centred care.

### Who can join?

The Patient and Family Advisory Council is a voluntary group of eight to ten community members who have been a hospital patient or a family member of a hospital patient within the last five years. The council meets six times per year and patients and family members serve renewable terms of one or two years. The council also includes administrators and staff members from St. Joseph's Healthcare.

### Goals of the Patient and Family Advisory Council:

1. To promote improved relationships between patients, families, and staff.
  2. To provide a mode of communication between patients, families, and staff.
  3. To provide a venue for patients and families to provide input into policy, program development, quality improvement, patient and family satisfaction, facility design planning, consumer information and education, and culturally sensitive care.
  4. To provide a safe venue for patients and families to provide input in a setting where they are receiving care.
- (Adapted and Reprinted with permission from the Institute for Patient and Family-Centred Care: [www.ipfcc.org](http://www.ipfcc.org))*

### How to Get Involved

If you are interested in joining or learning more about St. Joseph's Healthcare Hamilton's Patient and Family Advisory Council, please contact Laura Wheatley, Manager, Clinical Development by telephone (905-522-1155 ext. 33275) or by email at [lwheatle@stjoes.ca](mailto:lwheatle@stjoes.ca).

*Submitted by Laura Wheatley  
Manager, Clinical Development, SJHH*

## Accreditation 2011:

# Safe, Kind, Effective Care



Mission accomplished! Thanks to everyone who completed their online questionnaire and surveys. This is a critical milestone in our Quality journey and the 2011 Accreditation process.

Our Accreditation Team Leads worked very hard to promote this self assessment step in the Accreditation process and their efforts paid

off with 2553 patient safety surveys and 2856 worklife surveys completed! - An excellent response rate, indeed.

We're pleased to announce that the winners of our Grand Prizes of a \$1000 Future Shop gift certificate and a Weekend & Wine Tour in Niagara-on-the-Lake are Tony Sabatini, Hemodialysis and Jean Maragno, Library Services!

While individual responses are completely anonymous, this year we have the ability to provide feedback at a unit/department level. This will help guide our response and develop supportive strategies as needed. Over the next few weeks, program/service Quality Councils will be evaluating these results and developing action plans accordingly.

Part of those plans will be to continue to educate, remind staff about current processes already in place as we lead up to the on site survey in May. Look for information on your Quality Boards, on the *Did You Know?* posters and other materials that will be developed by your program/department leads.

*Submitted by Ann Higgins  
Quality & Patient Safety Consultant, SJHH*



On September 15th, the Volunteer Advisory Group - King Campus was pleased to present a cheque for \$70,000 for the renovations to Urgent Care and to the Triage area of the Campus. The renovations to this area will help improve patient privacy, patient flow and patient facilities.

The volunteers at the King Campus have been involved in a number of fundraising initiatives to meet their commitment to this project.

Pictured left are members of the Volunteer Advisory Group.

*(From L to R) Sheila Kenesky, Lorraine Kristoff, Elaine MacKinnon, Linda Balogh, Carla Smith, Shirley Smuk and Julie Holmes (Site Director).*

## Relocations, relocations, relocations...

Please note the following department relocations as of November 15th, 2010:

### Charlton Campus

The Public Relations Department has now been moved across the street to the modular building on the corner of James St. South and Charlton Ave. East. - 225 James St. South.

Volunteer Resources and Retail Services are now located in the former PR office on Level 1, Juravinski Innovation Tower - Rm T1407.

The Orthotic Centre is now located in the Medical Arts Building, 1 Young St., Suite 705. Telephone is (905) 540-6545.

### West 5th Campus

Developmental Dual Diagnosis, Mood Disorders, Psychology, Homes for Special Care and the Museum have all been moved to the Beckfield building.



On Sept. 29, TD Bank Financial Group and St. Joseph's Healthcare Foundation awarded 14 TD Grants in Medical Excellence, as well as a TD Post-Doctoral Fellowship, to St. Joseph's Healthcare staff.

**Pictured back row, from L to R:** Dr. David Higgins, President, St. Joseph's Healthcare Hamilton, Sera Filice-Armenio, President & CEO, St. Joseph's Healthcare Foundation, David Kissick, District VP, TD Commercial Banking, Thomas Horn, Dr. Antje Ask (TD Post-Doctoral Fellowship recipient), Catherine Kovacich, Colleen Severson, Claire Kislinsky, Denise Sartor, Lori Lawson, Heather Hoxby, Director of Nursing Practice, and Dr. Ian Rodger, VP, Research & Academic. **Front row, from L to R:** Sabrina Floccari, Lee Williams, Margaret Doma, Grace Suva, and Nancy Peddle. Missing from photo: Gail Burns, Emily Gibbs and Maryanne Mancini.

## Take Our Kids To Work Day

### What did the kids have to say?

*"Throughout the day, we visited various departments and campuses. We were divided into groups and got to meet new people. The day was very well-organized and informative and I now have some understanding of the medical field and my mind is open to new career possibilities."*

**-Stefano Vitucci**

**Son of Fadia Ros, Manager - Administration**

*"Who knew what I'd get out of this experience! I had a great time visiting the different areas of the hospital campuses, some I didn't even know existed. Though I've been leaning towards a career in Advertising, Bio-engineering is definitely something I think I'll read more about. It was also great to meet some new Facebook friends along the way!"*

**-Christian DeBreau**

**Son of Karen DeBreau, Internal Communications Coordinator - PR. Dept.**

*"Thank you for the opportunity to come to St. Joseph's "Take Our Kids to Work Day". I had a great time finding out what my mother and her co-workers do at the hospital. It has opened up job opportunities for me to consider in the future."*

**-Alexandra Agostino**

**Daughter of Diane Agostino, Medical Transcriptionist, HIM Dept.**

Stefano, Christian and Alexandra were only three of 70 students who participated in this nation-wide program on November 3rd. The event drew on the knowledge and enthusiasm of staff and volunteers in many areas throughout all three Campuses. Tours, along with experiential and educational sessions were held in a variety of departments.

Enthusiastic staff across the organization hosted informative workshops, with plenty of hands-on experiences for the students. In Biomedical Engineering students tried their hands at cauterizing a pear, while another group visiting Diagnostic Imaging was able to view x-rays of interesting foreign objects found inside patients while others had the opportunity to visit West 5th to learn about many areas of mental illness, including mood disorders and schizophrenia.

Submitted by Tim McLellan,  
Senior HR Manager,

Strategic Programs & Policy Development, SJHH

### Take a Break Promo is Back! For limited time only...



Open a new account with your credit union  
**and receive a \$25 gift card to Second Cup.**  
Already a Member? Great!!! **Refer a new member and you both get a \$25 gift card!**



St. Joseph's Hospital Credit Union Office,  
Room G1104  
Call Our Office 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



## ALWAYS practice proper hand hygiene...We are NEVER too busy!

In our busy environment, we must always be mindful of our common goal to provide a safe environment to our patients, visitors and staff. Our patients should expect nothing less.

We are currently experiencing a C. difficile outbreak at the Charlton Campus and as we approach the respiratory and gastrointestinal illness season, we must remember the fundamental importance of hand hygiene compliance for the safety of our patients, ourselves and our families.

Hand hygiene is performed on entering and leaving SJHH to reduce the risk of infection transmission. It is performed on entering and leaving a unit to reduce the risk of transmission of infection from one unit to another. Most importantly, the Four Moments for hand hygiene are performed when providing patient care for patient and staff safety:

1. **Before initial patient/patient environment contact**
2. **Before aseptic procedure**
3. **After body fluid exposure risk**
4. **After patient/patient environment contact**

It is imperative that staff are active participants personally so we remind colleagues, patients and visitors to perform diligent hand hygiene at all times and help us to achieve our corporate goal of 95% compliance.

*Submitted by May Griffiths-Turner  
Infection, Prevention & Control, SJHH*



## St. Joe's celebrates the Cleghorn Program's First Five Years

The Cleghorn Program officially opened at St. Joe's in November 2005 and today, we are one of over thirty early intervention in psychosis services across the province.

The Cleghorn Program, part of the Schizophrenia and Community Integration Service, provides mental health services that include assessment, consultation and treatment for people who are experiencing symptoms of early psychosis. Psychosis is a brain illness where there is some loss of contact with reality.

Our team members who include: Addiction Counselors, Family Educators, Nurses, Occupational Therapists, Psychiatrists, Psychologists, Recovery Support Workers and Recreation Therapists, work in partnership with clients and family members to support recovery goals and strive to adhere to our motto: *"making your first episode your last."*

Over the past five years, we've had over 130 referrals and have been involved in a number of activities which help to raise awareness of the need for early identification and treatment of psychotic illness including:

- Developing a school partnership committee whose goal is to increase awareness of early signs of mental

illness and addictions for students in Hamilton area schools.

- Providing educational sessions in the community about the risks of marijuana use and psychosis, metabolic side effects associated with antipsychotic medications, the importance of healthy lifestyles the needs of street involved and under-housed youth.

- Working with other first episode programs across the province: advocating for services, working on areas of common interest and collaborating on issues of best practice. Two of our staff conducted an extensive process evaluation of a fellow first episode program. Our staff have taken on lead roles in organizing the annual provincial early intervention in psychosis for the last four years.

- Working with family educators across the province to develop a family educators network which can provide support and training particularly for those working in more remote, underserved areas.

- Developing a supported employment program that helps people find and maintain meaningful work.

- Providing placement for learners.

- Active involvement in a variety of research projects.

*Submitted by Elizabeth Ward, Family Educator and  
Lisa Jeffs, Program Manager - Cleghorn Program, SJHH*

## Christmas Toy Drive

Please drop off your unwrapped gifts (for children from newborn to 16 years) to:

**Charlton Campus** - Volunteer Resources Dept.

**West 5th Campus** - Information Desk

**King Campus** - Information Desk

**All donations will go to Good Shepherd Centres for distribution to less fortunate families in our community.**

## Payday Payouts Staff Lottery

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:** J. Anne MacPherson  
**Department:** Forensics Outpatient  
**Draw Date:** October 1st, 2010  
**Prize Amount:** \$5,605.50

**Winner:** Ruby Askes  
**Department:** Nephrology  
**Draw Date:** October 15th, 2010  
**Prize Amount:** \$5,644.50

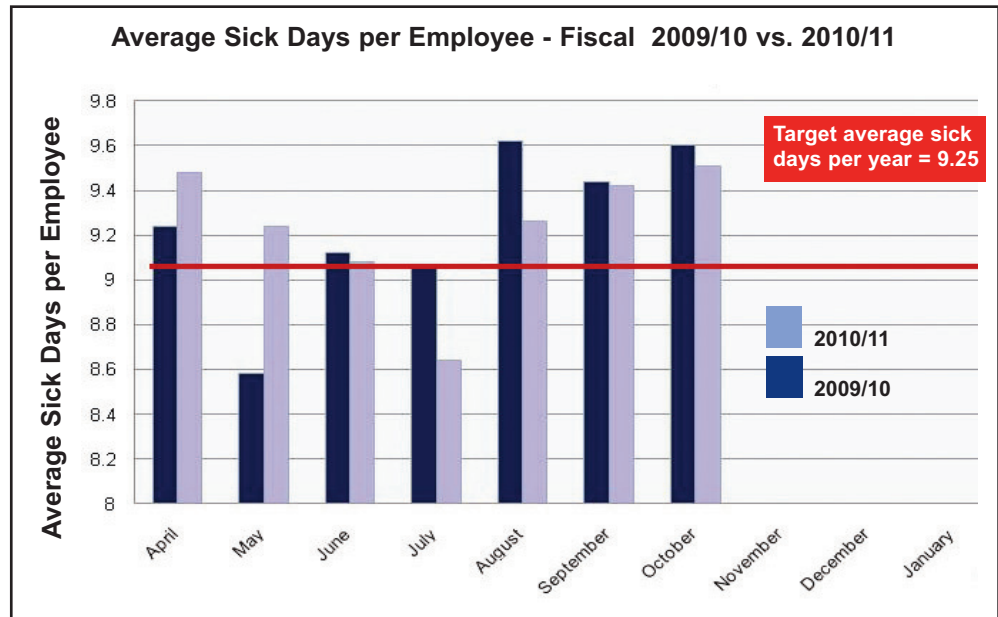
**Winner:** Theresa D'Agostino  
**Department:** Health Records  
**Draw Date:** October 29th, 2010  
**Prize Amount:** \$5,632.50

**Winner:** Hardik Patel  
**Department:** Information Systems  
**Draw Date:** November 11th, 2010  
**Prize Amount:** \$5,622.00

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

## Creating a Culture of Attendance

Dedicated to reducing Sick Time through Attendance Management Program



### Have you seen this graph?

The projected average sick days per employee as of October was 9.51 days, slightly above our goal of 9.25 days.

Most groups have experienced improved attendance over last year. During the January to June review period, 1351 received perfect attendance letters and 1357 near perfect attendance letters for a total of 2708. This means that over half of our St. Joe's colleagues had almost perfect attendance over the past six months!

There are still some departments and individuals challenged in this area and we continue to work with them using a diagnostic approach in order to support their regular attendance at work.

**Volunteer Resources is looking for St. Joe's very own talented musicians for the Christmas season!**



**Please contact Susan at ext. 33993 for more information!**

## 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.

Public Affairs Department  
225 James Street South, Level 1  
Telephone: (905) 522-1155 ext. 33423 Fax: (905) 540-6531 Email: kdebreau@stjoes.ca

Managing Editor: Brady Wood Editor: Karen DeBreau Contributors: Debbie Silva, Lindsay Whelan, Michelle Rickard Photography: Craig Peters