

President's Message



A Look Back...

As we reflect on 2011 at St. Joe's, we have a great deal to celebrate, as well as many challenges to learn from.

This past year has presented many new legislative requirements that we will comply with going forward. Examples of this include the Excellent Care for All Act (ECFAA), the Freedom of Information and Protection of Privacy Act (FIPPA) as well as the Broader Public Sector Accountability Act (BPSAA). These new requirements will ensure that we continue to serve our boarder community with the highest quality of care while also ensuring we continue to be accountable to our stakeholders.

The Foundation's *Timeless Care, Tomorrow's Discoveries* Campaign in support of the hospital has been a great success. The Campaign goal is the most ambitious in our history, with an objective of raising \$75 million in support of our Surgical Centre Redevelopment, our West 5th Campus Redevelopment and 'supercharging' our Research capacity. We thank our colleagues at the Foundation for the hard work taking place in support of our hospital.

I would be remiss if I did not make special note of the difficult challenge that C. difficile has presented to the St. Joes community – our patients, staff

Cont'd on Pg. 7

United Way

YOUR donation will make a lasting difference!



United Way
of Burlington & Greater Hamilton

It's that time once again! The 2011 St. Joseph's Healthcare United Way of Burlington and Greater Hamilton Campaign is now fully underway. As in past years, we need YOUR help in making this year's campaign a success!

This campaign is an extremely important initiative, not only for our organization but for our community as well. The United Way funds over 70 agencies in our community, ultimately benefitting thousands of people. Without our help, this would not be possible.

Donations are accepted by cash, cheque and payroll deduction and can be dropped off with your department's Campaign Delegate or at the following drop off locations:

Charlton Campus: Patients Accounts, Information Desk, 8am-4pm.

King Campus: Administration Office, 9am-2pm.

West 5th Campus: Finance Office, 8am-4pm.

There are some fantastic incentives to participating as well. Everyone who completes a pledge form will be entered to win! Those who have already made a perpetual donation to the campaign in past years via payroll will be automatically entered into the draw as well! Prizes include:

- Free parking space for one year
- Free vacation day
- Carriage clocks
- Men's St. Joe's branded watch
- Ladies St. Joe's branded watch

And don't forget! Each day leading up to Christmas we will be collecting non-perishable food items and toys for all ages to donate to Wesley Urban Ministries, a community agency supported and funded by the United Way. Please drop off items at the Information Desks at each Campus.

If you have further questions at any point, please do visit MyStJoes intranet or contact Kari Astles in the Volunteer Resources Department at ext. 33464 or through email at kastles@stjoes.ca.

Remember, YOUR donation does make a lasting difference!



A Roman Holiday

Foundation's Holiday Gala raises over \$290,000



On November 5, 2011, more than 430 guests enjoyed an enchanting evening filled with live and silent auctions, dazzling entertainment, fine food and good friends of St. Joseph's. Through sponsorships, ticket sales, donations and auction proceeds, almost \$300,000 was raised to support patient care and research, and the priorities of Timeless Care, Tomorrow's Discoveries -The Campaign for St. Joseph's Healthcare.

Pictured under the giving tree from left to right are: Dr. Kevin Smith, President & CEO, St. Joseph's Health System; Mrs. Tanis Hall, Gala Committee Chair; Ms. Sera Filice-Armenio, President & CEO, St. Joseph's Healthcare Foundation; Dr. David Higgins, President, St. Joseph's Healthcare Hamilton.

A successful cLEAN-up!

Between September 20th and October 31st, 2011, St. Joseph's Healthcare Hamilton participated in the FIPPA Lean/Green Record Clean-up. The clean-up was part of a corporate initiative to allow the review and disposal of all unnecessary, redundant and duplicate records from our organization, both in paper and electronic format, while preserving records that support the business operation of the hospital. St. Joe's Environmental Vision and Action (EVA) committee partnered with CINTAS Canada to assist with this important clean-up and recycling initiative.

The result was a huge success. The total amount of paper collected in 262 tote bins equalled to an astonishing 68,300 lbs!

As well, in total, 595 trees were saved as part of this process. That's incredible!

As a result of all this hard work and outstanding achievement, St. Joe's was presented with an Environmental Award by Cintas Canada.

Way to go, St. Joe's!



Let's do our part to stop the spread of illness

Norwalk is circulating in the community and as of recently, has been impacting some of our inpatient units. Please remember that it is critical that staff with gastrointestinal symptoms (nausea, vomiting, diarrhea) do not come to work.

Please note that all staff, physicians, learners and volunteers MUST report vomiting/diarrhea to the Employee Health Office at ext. 33344 and to their manager both when leaving work (or occurrences at home) and upon returning to work.

Those with symptoms of Norovirus must remain off work until symptom-free for 48 hours.

Please remember:

1. Practice excellent hand hygiene
2. Practice good personal hygiene
3. No shared or open food in clinical areas

It is critical that we take these measures to ensure the safest and healthiest environments for our patients, families and each other!

Diesel Generator Project now complete – St. Joe’s will continue to shine in darkness!

St. Joe’s provides a critical service to the community every day throughout the year and especially during times of crisis. If a power outage occurs in our Charlton Avenue neighbourhood, vital power is still needed across the hospital to provide patient care. The hospital has undertaken a significant project to upgrade our backup generators for the entire hospital, excluding the Surgical Centre which has a dedicated diesel generator. When the building experiences a power failure, St. Joe’s can now maintain a continuous flow of power to all of the red emergency plugs in the hospital, supplying critical care gases, monitors, filters, medical pumps and other valuable equipment.

These new generators allow the hospital to have 100% redundancy in power supply, making us a leader in Ontario hospitals as one of few who have 100% redundancy. This means, if one back-up generator ever fails, the other generator will take over in supplying the power to the hospital. The generators are fueled by the three diesel tanks located under the Charlton Avenue Premium Parking Lot, which hold 160,000 litres of fuel, providing 72 hours of power to the hospital! If power was out longer than 72 hours, a fueling truck can easily top up the tanks and the generators will continue supplying power infinitely, whereas before the upgrade, the power supply was available for only a finite length of time.

The new diesel generators are monitored electronically and automatically - if extra power is needed in one area of the hospital, power can be provided at a flip of a switch! The generators meet the current Ministry guidelines and standards for emissions, all TSAs and ESAs. The project will be completed by the end of December and the Redevelopment Department truly appreciates your patience during construction over the last six months.



*Submitted by Janelle Eade
Redevelopment Communications Specialist, SJHH*

Diagnostic Imaging Volunteer honoured by St. Joe’s Medical Staff Association



Congratulations to Barb Hayes who was recently chosen to receive the Exemplary Service Award by the Medical Staff Association. Dr. Dave Woods, past-president, was pleased to present Barb with her award at a Department “Celebration” on October 27th, 2011. Barb has logged over 10,500 volunteer hours in St. Joe’s Diagnostic Imaging Department.

The Exemplary Service Award is intended to recognize staff who perform their everyday duties and provide added value with their enthusiasm, compassion, initiative and skill, essentially going above and beyond what is asked of them in their everyday roles.

From L to R: Back Row - Dr. Julian Dobranowski, Dr. Ehsan Haider, Dr. Colm Boylan, Dr. Dave Woods, Joanna Andrews, Carol Collier, Bidya Madill, Susan Zidaric Seymour. Front Row - Sue Mascola, Helen Llewellyn, Barb Hayes

Homes for Special Care Program “pays it forward” with \$10,000 Gift to St. Joe’s

The Homes for Special Care (HSC) Program has made a generous gift of \$10,000 towards the mental health pillar of the *Timeless Care, Tomorrow’s Discoveries* campaign. This gift is the most recent example of the generosity of our own St. Joseph’s community, and is special because it involves clients and staff of a small program ‘giving back’ to St. Joe’s. The staff and clients of the HSC program understand how this contribution will ultimately enhance the delivery of high-level services, quality treatment, and care to individuals with mental illness.

The Homes for Special Care Program at St. Joe’s is truly inspiring, providing more than just typical residential group homes. This Program’s recovery-oriented services support adults with serious mental illness, helping them to live, learn, work, enjoy, and be fully engaged within their communities. The team’s personalized focus with each client, and the emphasis on consumer-initiated or driven therapeutic programming, has contributed to a range of positive outcomes, including increased levels of independence as clients gain confidence and realize their previously-untapped potential.

Given this culture of encouragement it’s no surprise that the HSC Program has a history of generosity and engagement within the local Hamilton community and surrounding areas. It’s become a tradition at Christmas for volunteer clients and staff to go caroling at long-term care facilities, and for the past three years, a group of clients have selflessly donated funds for World Vision. In the words of two such indi-



The Homes for Special Care Team is pictured celebrating yet another successful run at the 2011 Around the Bay Road Race.

viduals, “we’ve given to World Vision, now we’re helping in our own community with a gift to St. Joe’s.”

“Our \$10,000 gift is very special because it was raised by staff and clients through years of bake sales, house plant sales, and out-of-pocket donations. While initially we were raising money to fund some therapeutic activities like gym memberships and swimming lessons, we soon realized we’d have enough to give some back in a pretty significant way,” explains Anna Bernardo, the recently retired Program Manager.

When asked why they decided to support St. Joe’s, Community Support Worker Terry Eede, says “We knew the Foundation was raising funds for mental health and construction of the

new West 5th building, and we’re so appreciative of the support we’ve received over the years from the hospital. We wanted to ‘pay it forward’ to St. Joseph’s.” An HSC client put it a different way, “Hopefully this money can help others...some day we could be (hospitalized) again, so this will help us too.”

HSC clients now, and for decades in the future, will benefit from the new facility on the West 5th Campus and from innovative programs that operate within it. Perhaps best of all, this gift will be matched dollar-for-dollar by the matching initiative established by Charles and Margaret Juravinski, thereby topping the tally to \$20,000!

*Submitted by Aisling Higgins
Volunteer, St. Joseph’s Healthcare Foundation*

SHOP Worry Free...



www.hmecu.com



High Interest Credit Cards Putting the Squeeze on You?

The Stocking Stuffer Loan Features a Low Rate of **7.49%**

Fixed, guaranteed rate for 1 Year.

HMECU
St. Joseph’s Hospital Staff Branch
Room G1104 or call ext 32910

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

One of Canada's best!



St. Joseph's Healthcare's Diana Elder, Chief, Human Resources accepts an award plaque presented at the "Canada's Top 100 Employers" Gala Reception held at Toronto's Royal Conservatory of Music, Koerner Hall on November 28th, 2012.

St. Joe's was named one of Canada's top 100 employers for 2012 which is the second year in a row that the hospital has been given this extraordinary honour.

This achievement reflects the tremendous amount of work that our employees showcase on a daily basis in providing the most compassionate, sensitive care to patients, their families and the community as a whole.



Are You Code Ready?

The holiday season is a special time of year and a great opportunity to spend time with friends and family. Holiday routines can also give rise to greater health and safety hazards than would normally occur. It is important to keep safety in mind during the festive season.

Candles on the table and a decorated tree with lights are often a part of the holiday season. Blazing fireplaces, a dry evergreen tree, faulty ornamental lights, unsafe sleepwear designs and candles left unattended can all be fire hazards. Additionally, toys that aren't right for a child's age or those that contain small, loose parts and unsafe packaging materials can prove to be very harmful to young children.

Candle fires are the most common during holidays and special occasions and it is estimated that candles were responsible for an average of nearly 800 candle fires in Canada between 1999 and 2008, with a yearly average of eight fire deaths, 115 injuries and \$26.2 million in property damage.

Following some of the simple precautions outlined on these following sites can help to make sure that you and your family have a safe and happy holiday.

Health Canada has some great tips to help you enjoy a safe and happy holiday. These holiday safety fact sheets can be found by accessing the Health Canada website at:

<http://hc-sc.gc.ca/hl-vs/secureit/season-saison/holiday-fetes/index-eng.php>

The National Safety Council offers some great tips on tree safety [fresh and artificial] and these can be obtained on their website:

http://downloads.nsc.org/pdf/factsheets/Christmas_Tree_Tips.pdf

The Centre for Disease Control also offers 12 tips to a safe, healthy and happy holiday season:

www.cdc.gov/family/holiday

Have a safe, happy, and healthy holiday season, and may the New Year bring a time for reflection, wonder, and discovery.

Submitted by Stephanie Trowbridge
Emergency Preparedness Manager, SJHH

Body Watch

Submitted by the Dietitians at St. Joe's



Holiday Eating

Do you dread stepping on the scale after the holidays? Most people say they gain five or more pounds during the holiday season. A number of studies have confirmed that from mid-November to the beginning of January, the average weight gain is only one or two lbs.

BUT... Studies have also found that overweight people gain more than the average and are less likely to lose it. Most of the extra weight that people carry was gained during previous holidays and never came off. For example, if someone is 30 lbs overweight, about half that extra weight were gained over several holiday seasons and never lost.

FOUR EASY HOLIDAY TIPS

1. *Get more than five hours of sleep a night.*

Lack of sleep lowers your blood levels of a protein called leptin. Leptin regulates and controls appetite. Low leptin levels can increase appetite, leading to weight gain. Lack of sleep is also associated with cravings for high fat, high carbohydrate foods. Learning to say "no" to some holiday commitments and projects and ensuring you get enough sleep (more than 5 hrs per night) will help control your weight.

2. *Do not skip meals prior to a party.*

Being hungry will lead to overeating and will not save calories in the long run. Include protein such as peanut butter, low fat cheese, lean chicken, nuts such as almonds or walnuts at your meals throughout the day – this will help keep you full and less likely to indulge at the holiday party. Drinking water throughout the day will keep you hydrated. We confuse thirst for hunger and overeat because of it.

Cont'd on Pg. 8

St. Joe's Respiriologist receives top honour from Canadian Thoracic Society

St. Joseph's Healthcare's very own, Dr. Malcolm Sears, has received the prestigious Christie Memorial Award – the highest honour awarded by the Canadian Thoracic Society. This award is in recognition of his outstanding contributions in Respiriology research and clinical practice.

The award honors the memory of Dr. Ronald Christie, a noted physician instrumental in the development of modern respiratory medicine in Canada. The recipient is chosen on the basis of his or her major contributions to research, education, or clinical excellence in the field of respiratory medicine.

Dr. Sears received this honour at the annual meeting of the Canadian Thoracic Society held in Hawaii in late October, where he delivered the Christie Memorial Lecture entitled "A Physician's Journey into Epidemiology".

"I am truly humbled by this great honour," says Dr. Sears, Respirologist in the Firestone Institute for Respiratory Health at St. Joseph's Healthcare, and Professor of Medicine at McMaster University. "In my 40 years as a physician and researcher, I have had the pleasure of seeing tremendous advances being made in the diagnosis, care, and treatment of lung diseases. I am very fortunate to have had the opportunity throughout my career to contribute to these developments through my epidemiological and clinical research."

Currently, Dr. Sears is leading a large team of investigators conducting the national CHILD study in four Canadian centres (Toronto, Winnipeg, Edmonton and Vancouver). The study will follow 5,000 pregnant women and their prospective children at repeated assessments over five years, determining how the complexity of the environment into which our children are born and grow up interacts with developmental and genetic factors to affect health and development.

Dr. Sears received his medical training at the University of Otago, Dunedin, New Zealand. He was appointed to the Faculty of the University of Otago, Department of Medicine, and pursued clinical and research interests in the epidemiology and management of asthma. He moved to Canada in 1990 to direct the prestigious Firestone Institute for Respiratory Health. His major research contributions have been in longitudinal studies of the development and natural history of childhood asthma, investigations of asthma exacerbations and mortality, and studies of the effects of bronchodilators and anti-inflammatory treatments for asthma.



President's Message

Cont'd from Page 1

and families have suffered as a result of this. We have improved remarkably in our ability to systematically control infection risk. However, we cannot allow our vigilance to slip. Our efforts must result in a "new normal" with continuous attention to isolation practices, testing, hand hygiene, use of personal protective equipment (PPE), equipment /facility cleaning and careful use of antibiotics. We have made great strides and could be national leaders in practice if we continue.

As we move into a year of strategic planning renewal, it is important to take note of the great achievement that we have made in completing almost 75% of the goals set out in the original Compass 2012 strategic planning document. We have had to cope with many challenges along the way and yet were able to achieve these outstanding results. This is a truly phenomenal achievement and I thank each and every one of you for your role in this success!

2011 was also a year of Accreditation for our hospital. Although a challenging endeavor that put our processes to the test, we were advised by Accreditation Canada that we have successfully met all the conditions stemming from our on-site survey in May. This is a remarkable accomplishment, and is a testament to our hard work and commitment to improving the quality of care and services we provide. It is important to note that Accreditation is an ongoing process and in order to ensure that these standards continue to be met, we must keep this at the top of mind over the next months and years.

In April of 2011, with much preparation and planning, the Hamilton Health Sciences Access to Best Care (ABC) plan was implemented. The transfer of clinical activity and patients from HHS was carried out flawlessly by our staff - making what could have been a very stressful transition for patients and families, very smooth, welcoming and reassuring. We continue to monitor the impacts of this transfer on our site as we adjust to the new normal in the Hamilton region.

We have many exciting initiatives breathing new life into our facilities thanks to our Redevelopment Department. On September 8th we celebrated the opening of the new Surgical Centre here at St. Joe's. This key project represents countless hours of tireless work by our staff and the redevelopment team. The rapid development of the new Mental Health Facility on the West 5th Campus is most exciting. The construction of this new facility is as great tribute to our St. Joe's team who worked tirelessly and passionately to shape a new vision for care of patients.

We also have had some important anniversaries this year. Our King Campus celebrated its 20th anniversary serving the Hamilton community and the St. Joseph's School of Nursing celebrated its 100th anniversary.

St. Joe's is proud to have been selected once again as one of Canada's Top 100 Employers for 2012. This award reflects our organizational commitment to deliver on our mission to provide safe, kind and compassionate care.

This note represents only a handful of the numerous events and initiatives that we will remember in 2011 – there are many more reasons to celebrate for all teams at our organization. Your hard work and perseverance to realize these successes on a daily basis to care for our patients and community is sincerely appreciated and a reason to be proud. I thank you for this and look forward to another productive year at St. Joseph's in 2012.

Have a Merry Christmas and a Happy New Year.

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

Research Survey gets outstanding results

As part of the initiative to give patients a greater voice within the hospital, Research Administration developed and distributed a survey to our research participants. The intention of the survey was to evaluate participant satisfaction with their experience in research studies performed at St. Joe's. Research coordinators were invited to hand out the survey to participants at any research visit performed during the month of October 2011. Twelve coordinators representing nine research areas agreed to hand out surveys to their research participants. A total of 137 surveys were handed out in total, 61 completed surveys were returned by research participants for a response rate of 45%.

We would like to congratulate our researchers and research personnel for providing such a positive experience for research participants as they work together to advance our understanding of best care.

Overall the survey responses were extremely positive:

- 100% of respondents were confident in the research staff's knowledge of the study.
- 100% of respondents understood that participation was voluntary.
- 100% of respondents rated the friendliness and professionalism of the research staff as good or excellent.
- 100% of respondents rated their experience with participation in research overall as good or excellent.
- 95.1% felt they were given enough time to decide whether or not to participate.
- 91.2% of respondents would consider enrolling in another study.

Payday Payouts Lottery

Winners!

Winner: Elizabeth Kinka
Department: Dialysis - King Campus
Draw Date: November 24th, 2011
Prize Amount: \$6,016.50

Winner: Sherri Howard
Department: GI Dept.
Draw Date: November 10, 2011
Prize Amount: \$5,985.00

We regret to inform you that tickets for the Payday Payout Lottery are virtually sold out. However, tickets do become available when players who are currently enrolled drop out, or go on extended leave from the Hospital.
You may submit your application and new requests will be handled on a first come, first served basis.



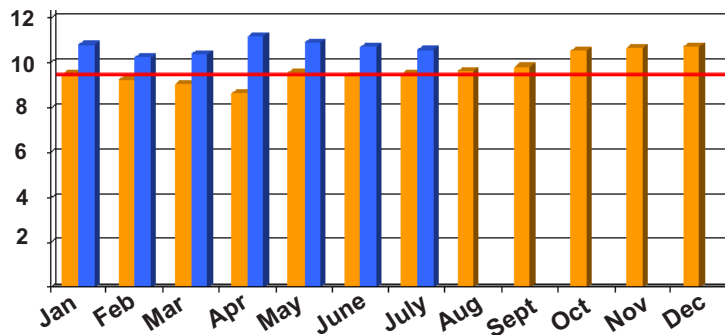
Hours of Business

Charlton Main Lobby
6:30am - 11:30pm
7 days a week

Fontbonne Building
6:30am - 4:30pm
Mon-Fri

Creating a Culture of Attendance @ St. Joe's

**Average Sick Days/Employee -
Fiscal 2010/11 compared to 2011/12**



2010/11 (orange) 2011/12 (blue) **SJHH Target Average Sick Days/Employee = 9.25**

As of the end of October, our projected sick time average was 10.56 days. This is significantly higher than last year at this time. We encourage you to maintain your good hand washing habits and take care of your personal health during the upcoming flu season.

Body Watch

Cont'd from Pg. 6

- Pick your appetizers wisely.*
Even before we sit down to a holiday table, the appetizers can add several hundred calories to our daily intake. Avoid creamy dips and fried appetizers – try bean dips, salsa with vegetables instead. If you have a favourite higher fat appetizer– stick to two pieces or servings to limit calorie intake
- Watch what you drink.*
Alcohol consumption rises by 35% in December. Alcohol has more calories than fat and contributes to the weight gain. During holiday times, high calorie mixers like egg nog are very popular. A serving of eggnog with 2oz of rum is close to 500 calories. Even non alcoholic drinks like sugar sweetened soda can add several hundred calories to your daily intake. Drinking one 8oz glass of sugar sweetened drink such as soda for six weeks will pack on 2lbs over the holidays.

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
225 James Street South, Level 1
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, Carrie Trembinski **Photography:** Craig Peters