

connections

December 2012

Spirit *of Giving*

At St. Joseph's Healthcare Hamilton, we pride ourselves on continuing to foster the Mission that was first set forth by our founders, the Sisters of St. Joseph of Hamilton. From that day in 1854 when a small group of women travelled to Hamilton, risking their lives to care for the sick and dying victims of the city's cholera epidemic, our motto has remained: "It is an honour to serve our community". Bruce Straughan is one such employee who takes this motto to heart.

An employee of St. Joe's for the past 26 years, Bruce is affectionately known as our "resident Santa". Since 2007, Bruce who now works in the hospital's Shipping and Receiving Department, has donned his Santa suit, hopped on his custom-built sleigh and with his volunteer "elves" in tow, has travelled the Charlton Campus spreading his Christmas cheer (and candy canes) to patients, visitors and staff in addition to giving teddy bears to our pediatric patients and new moms in our Maternal Child Program.

Generously donating his own time and money to this cause, even using his own vacation time, Bruce counts on the support of local contractors and St. Joe's staff to help him raise funds for those most in need in our community.

Cont'd on Pg. 4

@St. Joe's

Thoughts from our President

The cover story of this month's issue of *Connections* is a heartwarming read about Bruce, a generous staff member who goes above and beyond the call of duty every year to ensure our patients have a memorable and meaningful experience during their time at St. Joe's. This gesture is a really wonderful example of the way in which a member of the St. Joe's team goes out of their way to make the holiday season more joyful for patients and staff.

Upon reflection, while the holiday season is a time for rejoicing and getting together with friends and family, for others it can be a hard time due to illness, loss or difficult circumstances. Our hospital is open 24/7, 365 days a year and suffering does not take a holiday. However, I often hear from grateful patients and their families who appreciated the expertise of our staff but were also impressed and touched by the additional compassion, respect and effort to help them and meet their needs. Sometimes the "small" things are really the big things.

Another example of our staff's generosity at this time of year is the contributions you have made to the United Way campaign - bringing help beyond the walls of our hospital. On behalf of St. Joe's, I would like to thank those who volunteered to lead our United Way Campaign, and extend my appreciation to those of you who contributed to the campaign. If you haven't yet contributed and would like to support this important cause, I encourage you to email unitedway@stjoes.ca - it is never too late!

As the year draws to an end, the days will get busier, filled with holiday functions and events. As we prepare for the holidays, I am conscious that many of our colleagues will be away from their own families this season as they come to work to care for our patients and deliver our mission. On behalf of these patients and their families, I thank you for your commitment.

Finally, I would like to take this opportunity to thank each of you, our employees, physicians, learners and volunteers for your hard work over the course of 2012. Thank you for providing quality, compassionate care to our patients and their families, and for making St. Joe's the remarkable organization it is.

I wish you and yours Happy Holidays, a Happy Christmas and a peaceful New Year.

- Dr. David Higgins



A *Special*
welcome to...

Nick Jancsar who has taken on the position as Manager of ARAMARK at St. Joe's. Nick has worked with ARAMARK since 1991 in a variety of management roles and has extensive experience managing Housekeeping, Laundry and Portering departments in single and multi-site hospitals. Nick can be reached at pager 8518 or through ext. 32255.

Ined Parmar who has taken on the position of Acting Nurse Manager, Complex Care Program. Ined has extensive experience in healthcare, as an Access and Flow Manager, Education Coordinator, Nurse Manager and Clinical Nurse Specialist/Educator. Ined can be reached at ext.33788.

Victoria Raab who is St. Joe's new Director of Public Affairs. Victoria has extensive experience in the healthcare industry serving in leadership positions at both Grand River Hospital and St. Mary's General Hospital since 2001 where she most recently held the position of Director of Communications and Patient and Family-Centred Care. Victoria can be reached through ext. 33408.

Engaged People: The **power** behind the **plan**

Don't forget to complete the *Employee and Volunteer Engagement Survey*
December 4th - 18th, 2012

Have your voice heard.



stjoes.talentmap.com

Excellence in Senior Friendly Care

In line with St. Joe's commitment to ensuring a senior-friendly environment, many staff groups have been working to improve their skills to treat and care for this population. One such group, the Therapeutics Seniors Education Care Team (TSCET) has developed a new multi-faceted, interprofessional education plan to improve the care that our hospital provides to seniors. In 2013, a variety of educational initiatives will be offered to all healthcare staff at SJHH interested in improving their skills and knowledge related to seniors.

The TSCET team is made up of allied health-care professionals who were given the task of identifying the learning needs of staff in the Therapeutic portfolio related to senior care.

**Therapeutic
Seniors Care
Education
Team**



In late 2011, a survey was conducted to assess the needs of staff regarding this patient population and in early 2012, a number of focus groups sessions were held to validate the team's findings and to elicit further feedback regarding next steps.

The first part of this education plan will be completed this month with over 125 staff being certified in Gentle Persuasive Approaches (GPA). "GPA is an evidence-based one-day training program that better equips staff to understand and to work with patients who have responsive behaviours as a result of cognitive impairments related to dementia. Used extensively within the Long Term Care sector across Ontario, new research supports its use in acute care. Outcomes included a reduction of incidents of patient and staff injury and patient wandering," says Helen Harris, Manager of Social Work (Charlton) and TSCET co-chair. "Our vision is that this will set a new norm for the care of our seniors."

In addition to holding a monthly educational series (open to all staff) in the new year, TSCET will also be hosting a *Seniors Community Resource Fair* to take place on January 21st on Level 2 of the Juravinski Innovation Tower. Dr. Brian Misiaszek, Chief of Service for Geriatric Medicine at HHS, will be giving a keynote address at 1:00pm followed by an opportunity to meet service providers in the community and learn about their programs and services.

The flu has arrived!

Influenza has unfortunately arrived – Hamilton's first laboratory confirmed case occurred mid-November. At that time our rate of immunization of staff was 45%. For those who have received their vaccine elsewhere, please fax a copy to the Employee Health Office - to ensure our numbers are accurate and to be entered into our draw for a chance to win an iPad 2.

Though the best prevention is the influenza vaccine which all healthcare workers are strongly recommended to receive, vigilant hand washing and cough etiquette are also advised in the prevention of influenza.

"Influenza is not the common cold. Influenza and its associated complications hospitalize many thousands of Canadians each year and result in the deaths of up to 4,000. These deaths are not anonymous. They are your mother in the nursing home and your neighbor's sick baby at the hospital. Influenza vaccination is very safe and effective. It heartens me each year to see our staff line up to protect themselves and their patients and loved ones. If voluntary influenza immunization is truly effective then let's show them we can do it and get to 90%. I would be ecstatic." - Dr. Maureen Cividino, Occupational Health Physician, OH&S Services SJHH

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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





**St. Joseph's Healthcare Hamilton:
Voted one of Canada's Top 100 Employers for 2012**

St. Joseph's Healthcare Hamilton's work atmosphere was rated **above-average** by the *Canada's Top 100 Employers* Selection Committee. One reason for this is our Wellness Program, which was initiated by the hospital's Human Resources Department to assist staff in lowering stress, building better health awareness and helping to improve their overall physical and mental wellbeing.

To find out more about how you can participate in the Wellness Program, please visit the Human Resources page on MyStJoes.

Spirit of Giving

Cont'd from Pg. 1

"I do this from the heart", admits Bruce. "I have been in the situation where I have been out of work. I know what it's like to have children at home, wanting things for Christmas that they may not be able to get." For that reason, this year Bruce has decided to support CHML's *Christmas Tree of Hope*.

Touched by Bruce's generosity and spirit, one St. Joseph's staff member, who prefers to remain anonymous, decided to take it a step further and contacted Build-a-Bear who immediately agreed to support Bruce by donating 50 bears. Bruce is truly thankful to this "Good Samaritan" and to Build-a-Bear for their generosity.

Be sure to keep your eyes open for Santa and his elves on Friday, December 14th.

New protocol focuses on Patient Safety

In an effort to eliminate patient transfers due to gender, St. Joseph's Healthcare recently initiated a new mixed-gender rooming protocol on 6 Surgical, Nephrology, Urology, and Clinical Teaching Unit – West (CTUW).

With our tremendous focus on patient safety, this reduction in patient transfers will contribute to a decreased risk of infection, and medication error. In addition to this, it is estimated that this new protocol will reduce the amount of time our patients wait in the Emergency Department, and allow patients to transfer more quickly out of the recovery unit which, in turn, will reduce the need to cancel surgeries. It is anticipated that mixed-gender rooming will also reduce workload as it is estimated that units are transferring between 30 and 50 patients per month amounting to eight to 10 days per year spent transferring patients within units. The majority of these moves are to accommodate gender.

We will review the process on these four units by obtaining feedback from staff and patients and will ensure that we make any necessary adjustments in the approach before we roll out this initiative across all acute medical/surgical units by January 2013.

Christmas Toy Drive

Accepting donations until **December 15th!**

All donations benefit the Good Shepherd Centre.
Visit MyStJoes for details.



Acknowledging excellence in Research

By Gail Gray | Executive Assistant, Research Administration

2012 Father Sean O'Sullivan Research Awards

It is widely acknowledged that Research students and Post-doctoral Fellows form an integral back-bone of scientific research. In support of these endeavours, and to further research excellence at St. Joseph's Healthcare, Research Administration is pleased to announce the recipients of the *2012 Father Sean O'Sullivan Research Awards*. The recipients were selected by the Father Sean O'Sullivan Research Award Review Committee in a competition based upon the merits of the submitted research proposals.

Ms. Rachel Carlisle

Studentship Award - Chronic Kidney Disease, Nephrology
Dr. Jeffrey Dickhout (Supervisor)

Ms. Bernice Tsoi

Studentship Award - Health Technology Assessment: Health Economics
Prof. Ron Goeree (Supervisor)

Dr. Sophocles Voineskos

Studentship Award - Clinical Epidemiology, Plastic & Reconstructive Surgery
Dr. Achilleas Thoma (Supervisor)

Dr. Luciano Minuzzi

Post-doctoral Fellowship Award - Psychiatry, Mood Disorders
Dr. Claudio Soares (Supervisor)

Ms. Karen-Anne Neufeld

Post-doctoral Fellowship Award - Neurogastroenterology
Dr. Wolfgang Kunz (Supervisor)

TD Bank Financial Group - TD Grants in Medical Excellence 2012 TD Post-doctoral Fellowship

St. Joseph's Healthcare Hamilton has been awarded a TD Grant in Medical Excellence. The TD Bank Financial Group is committed to investing in the future by helping to ensure that research post-doctoral fellows have access to funds to further their research endeavours. As a result, TD has established the TD Grants in Medical Excellence, which will provide funding support for the Research Fellows' professional development. The recipient was selected by the Father Sean O'Sullivan Research Award Review Committee in a competition based upon the merits of the submitted research proposals.

Dr. Subhendu Mukherjee

Post-doctoral Fellowship Award - Calcium signaling in human pulmonary fibroblast
Dr. Luke Janssen (Supervisor)

Body watch

by the dietitians of St. Joseph's Healthcare Hamilton

How much alcohol is safe?

The key to good health and alcohol is moderate and consistent alcohol intake. There are no health benefits to drinking alcohol for men under the age of 40 or for women before menopause. The health benefits of red wine such as reducing heart disease and possibly strokes are in older adults only. Your best heart-healthy strategy is exercise and increasing your fruit, vegetable and fish intake.

What is moderate, consistent alcohol intake?

The same amount of alcohol can have a vastly different impact on different people. If you are on medications, always check if there is reason not to drink due to a health problem or medication you are taking.

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Research happens
at St. Joe's

Did you know? St. Joe's houses cutting-edge basic science research. Research led by Dr. Rick Austin currently investigates the role of novel gene TDAG51 in vascular calcification and obesity.

Ask David and Leadership Team site continues to gain popularity with staff

Since May 2011, *Ask David and Leadership Team* has enabled St. Joseph's staff and physicians to directly communicate with the Leadership team. In just 18 months, over 750 questions, comments and recommendations have been received, proving this site to be a popular place to advocate for such things as workplace improvements; get clarification on policies and ask general questions directly to St. Joe's Leadership in a safe, anonymous environment. The *Ask David and Leadership Team* forum has a free-format in terms of topics, and as such, each correspondence is as diverse as the workforce, and shaped by the individual experiences as employees of the organization.

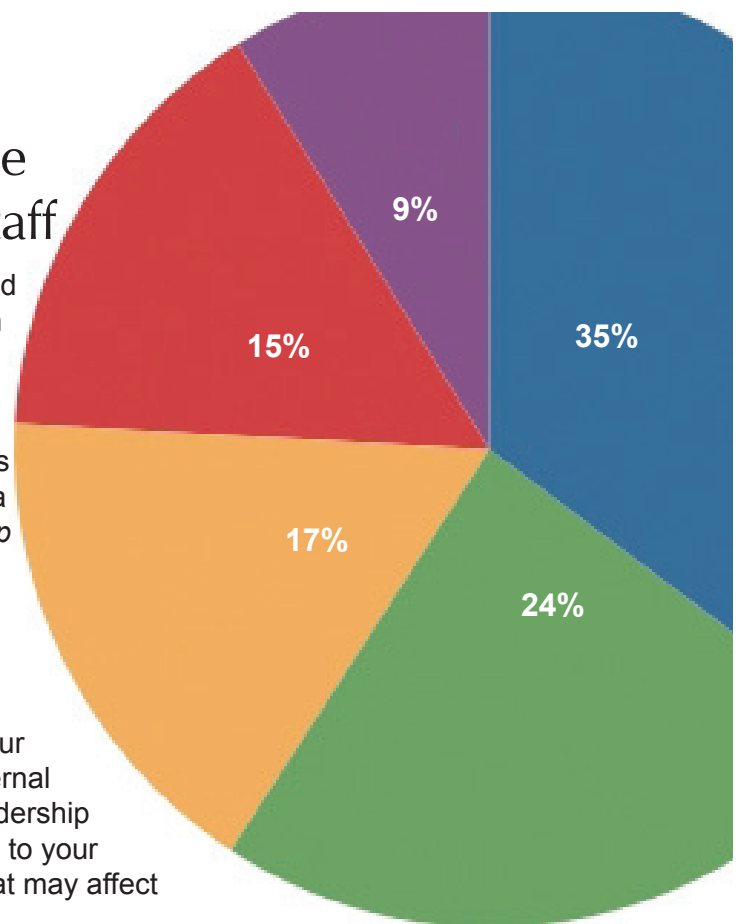
While we try our best to respond to all inquiries, we ask for your support in trying first to address your questions relating to internal department matters to your manager. Also, as the Senior Leadership team have committed to answering questions and responding to your feedback, recently we have come across a few challenges that may affect submissions being posted with being edited.

As part of the site Terms of Use, submissions will be edited or ignored if they:

- directly criticize and/or reference a fellow employee or department
- are repeated comments on previously asked/answered questions when the response is not to the satisfaction of the sender
- include inappropriate or disrespectful language

As we receive some very interesting and important questions and recommendations, look for the *Ask David and Leadership Team Question of the Month* in the coming issues of *Connections*.

Thank you for your ongoing support of the site and for providing us with your input. Your questions, feedback and ideas are continually shaping our work environment and improving patient care.



- MyStJoes Departments
- MyStJoes Ask David and Leadership
- MyStJoes Applications
- MyStJoes Public Relations
- MyStJoes Forms



Congratulations go out to the Kidney Urinary Department, on the successful go-live of Phase 1 of the Nephrology Information System (NIS). This long-awaited implementation allows for the electronic documentation of all treatments for over 270 Hemodialysis and Vascular Access patients at the Charlton Campus. Demographics, allergies and isolation status flow from Star to NIS; Hamilton Regional labs flow directly into NIS and dialysis machine data is now downloaded automatically to the charting screens for confirmation. Information is clear, legible and accessible in real time!

BREAKFAST WITH *Santa*



Help support

our local food banks. Remember to bring a non-perishable food item for those in need.

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

Charlton Campus

Wednesday December 5, 2012
7:00 AM – 11:00 AM
in the Cafeteria

West 5th Campus

Friday December 14, 2012
8:30 AM – 10:30 AM
in the Cafeteria

King Campus

Wednesday December 19, 2012
8:30 AM – 10:30 AM
in the Kemp Auditorium

Staff *Giving*2 St. Joe's

During the 2012 holiday season, staff donations now have the power to double thanks to the generosity of our Family Campaign Co-Chairs, Dr. Rose Giammarco and Dr. Mark Crowther. To demonstrate their belief in this program, they have both personally contributed \$5,000 to create a fund-matching pool of \$10,000!

This means that every dollar donated by St. Joseph's Healthcare staff before year's end to the *Timeless Care, Tomorrow's Discoveries* campaign will be matched until the entire pool of \$10,000 is put into action. It is a great time to donate!

The strong and positive reputation of St. Joe's staff is an accomplishment to be very proud of. Your dedication to high-quality patient care is well-known in the region and through our *Grateful Patients* program, we hear wonderful feedback about the exceptional care given to patients and their families.

This outstanding level of care relies on the community's support as we continually adapt to changing health-care needs. At this time – when the impact can be doubled - we ask you to join the community with a financial gift to help ensure our Hospital's future success and ongoing legacy of service.



Master Isolated Images

Body Watch

Cont'd from Pg. 5

What are the benefits of red wine?

The benefits are from the polyphenols in the red grapes used to make the wine. This is highly concentrated in the grape skins so eating red grapes will provide the same health benefit. Keep in mind, if you are not active enough, you will not burn off the extra calories from the alcohol and gain weight. The weight gain will counteract the benefits of the red wine.

Why be concerned about young adults drinking?

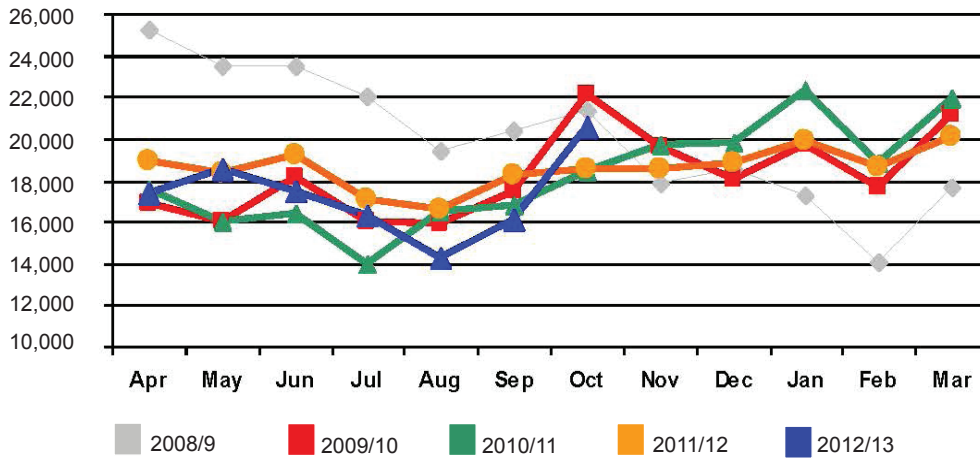
The concern is the trend to consuming alcohol with caffeine and/or energy drinks combining the stimulant affect from the energy drink with the depressant affect of the alcohol. The energy drink tends to mask the taste of the alcohol so young adults drink more. This increases the risk of dehydration, increased blood pressure and heart palpitations.

Do not drink alcohol when you are:

- *Driving a vehicle or using machinery and tools.*
- *Taking medication that interacts with alcohol.*
- *Doing any kind of dangerous physical activity.*
- *Living with mental or physical health problems.*
- *Living with alcohol dependence.*
- *Pregnant or planning to be pregnant.*
- *Responsible for the safety of others.*

Attendance management at st. joseph's healthcare

Our projected 'average sick days per employee' for the current fiscal is at 11.5 days which is above where we were trending this time last year. This graph represents the actual sick hours taken last year compared to this year.



As illustrated, we have seen a significant spike in sick hours between September and October, representing a 28% increase over September. This typically occurs during flu season and this year we are trending at a higher number of hours compared to October 2011. Within the month of October 2011, 18,523 hours were used, compared to 20,560 in October 2012. Please get your flu shot and stay healthy over the upcoming winter months.

Payday payouts

November 8th
Deborah McCloskey
Speech Language Pathology
\$6,499.50

November 22nd
Steve Case
Materials Management - Stores
\$6,481.50

Joseph Scozzari from Housekeeping was the lucky winner of the PayDay Payouts lottery on October 25. After picking up his \$6,531 cheque, he spent several days sharing the bounty with his family and co-workers. Then Joseph realized, "In the excitement of the win, I had forgotten the most important part – to give back to the Hospital." Joseph goes on to explain, "It was the logical and natural thing to do. This is a way to thank St. Joseph's for everything they've done for me and my family."



Since they arrived in Hamilton in 1967, every member of the Scozzari family has received good care at St. Joe's including Joseph's daughter who was born here. Joseph considers his work as 'more than a job' because he has opportunities for professional development and the chance to make a difference in patients' lives. 'St. Joe's is a great place to work and even though the Foundation gets half of the winnings, I wanted to do more,' he says. 'My winning is a random blessing. If you do enough kindness for others, the universe has a way of giving it back to you.'

A surprise gift from Payday
Payouts lottery winner

Thank-you Joseph - the Foundation is extremely grateful for your generosity!

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Send your comments, suggestions, story ideas or submissions to:
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