

May 2012

## President's Message



The month of May marks a brand new endeavor for St. Joseph's Healthcare Hamilton; one that we hope will benefit staff and patients but also ensure that St. Joe's is well positioned for the future. I am pleased to announce that St. Joe's now has a presence on Twitter, Facebook, LinkedIn and YouTube. With the guidance of our Public Affairs and Information Services Departments, this new Social Media program has been strategically designed to help us to communicate more broadly with our community, our staff, our patients and their families.

There will be a gradual opening of access through hospital systems to ensure that critical patient care systems are not accidentally exposed. Also, there are now policies and guidelines to assist in representing our organization and our staff on the internet. A more fullsome overview of this program can be found in this issue of *Connections*.

As you would have seen in the most recent Drummond Report and other publications, healthcare is one of the main concerns for Canadians. As such, we have a responsibility to make St. Joe's accessible and transparent. The new St. Joe's social media program will be a way to provide ongoing health information to the community and promote our many programs and services.

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## New ways to stay connected to St. Joe's

In just a few short years, social media has evolved in ways we could not have imagined and as such has profoundly changed the way we communicate and share information.

An increasing number of healthcare organizations across Canada and the globe have adopted social media platforms to engage with patients, build bridges with community stakeholder groups and their own employees. Social media platforms such as Twitter, Facebook, LinkedIn and YouTube have been identified as excellent tools to break down barriers between healthcare organizations and the publics they serve by sharing with them valuable information, news, promoting programs, events and services and engaging in conversation with the public as well as other healthcare organizations in the community and beyond.

As St. Joseph's Healthcare Hamilton plans for the future, we cannot ignore these profound changes in the external environment. Adoption of social media platforms for communicating with our external environment, and promoting employee access to social media at St. Joseph's Healthcare Hamilton is a natural fit, as we continually look for ways to engage our staff, physicians, volunteers and those we serve.

Recognizing its cultural importance and inherent risks, a St. Joe's Social Media policy was developed to help balance the need for employee access to social networking sites, while also setting expectations for how we as employees, physicians, researchers, volunteers and learners are representing St. Joe's as well as ourselves as employees, online, protecting patient privacy and collegial relationships. The Social Media Policy and Social Media Participation Terms of Use can be found on MyStJoes.

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## A Bay Race for the Record Books

The weather on Sunday, March 25th, 2012 was the best that the Bay Race had seen in a decade. Over 11,500 walkers, runners and relay-ers gathered at the start line under skies of sun and cloud with a forecasted high of 16 degrees.

The weather was just the beginning however. Just one and a half hours into the race, Hamilton's hometown hero, 32-year-old Reid Coolsaet (right) breezed across the finish line to the sound of roaring crowds taking first place in the men's 30K race, and finishing just seconds off of the course record time. After conquering the Bay Race, Reid is off to represent Canada at this summer's Olympic Games in London, England.

Speaking of records, a record number of staff from St. Joseph's Healthcare took part in the 2012 Around the Bay Road Race. Team St. Joe's had almost 100 participants who walked, ran and raised funds for our Hospital. Our dedicated team of employees, board members, administrators and volunteers raised more than \$42,000 for the Hospital we're all proud to work at!



Congratulations to our  
Top Team  
St. Joe's Fundraiser!  
**Mr. Ben Gould**  
Chair, Hamilton Board  
Committee

Total funds raised:  
**\$28,421**

When combined with the donations secured by our 15 fundraising teams, and the thousands of other donors and sponsors, the 118th Around the Bay Road Race in support of St. Joseph's Healthcare Foundation raised an all-time high of more than \$260,000. Funds raised through the Bay Race will support the priorities of the *Timeless Care, Tomorrow's Discoveries* Campaign, including surgical excellence and innovation, groundbreaking research at the Hospital and the construction of the new mental health and medical care facility on our West 5th Campus.

Next year's Bay Race takes place on Sunday, March 24th, 2013. Ask your colleagues about their Bay Race experience. It truly is a world-class running event that supports a world-class Hospital...and we encourage all staff to be a part of it.



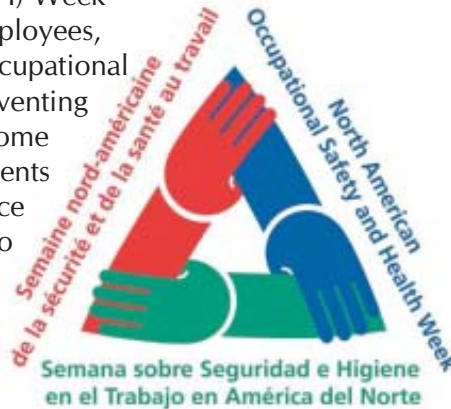
# A commitment for life and making it work - Celebrating Safety & Health Week 2012

Occupational Safety and Health (NAOSH) Week brings to the attention of employers, employees, the general public and all partners in occupational safety and health, the importance of preventing injury and illness in the workplace, at home and in the community. It ultimately presents us with the opportunity to focus, reinforce and ultimately strengthen commitment to occupational health and safety.

The NAOSH Week logo portrays the three participating nations - Canada, United States and Mexico - symbolizing this joint venture, cooperation and commitment to common goals shared by all of our occupational safety and health partners.

The St. Joe's Occupational Health and Safety Department would like to thank Lisa Manto-Grant, Ashleigh Bonnell, Che Marville, Michael Lay and Diagnostic Imaging for their contributions during Occupational Safety and Health Week. You helped make it a success. Also, thank you to all staff, physicians, volunteers, contract workers and learners for YOUR commitment to health and safety at St. Joe's!

*Submitted by Stephanie Dowhan-Soltys  
Director, Occupational Health and Safety Services, SJHH*



## St. Joseph's Healthcare APPOINTMENTS

We are pleased to announce that Luis Rengifo, Director, Information Services, has been appointed Chief Information Officer, St. Joseph's Healthcare Hamilton. Luis obtained his undergraduate degree in Computer Science and obtained an Executive MBA from the Rotman School of Management where he attained his Certified Management Accountant designation. He has worked in the private sector in a variety of managerial positions prior to his appointment as Program Manager in IT services at St. Joe's through our management contract with McKesson. He was appointed Director of IT services in 2010. Luis brings a wealth of experience to the role and has assisted in many large IT projects at St. Joes. Luis will report directly to Dr. David Higgins.



Come join us as Dr. Higgins discusses recent hospital initiatives and updates, followed by a Q&A period. Your input, questions and feedback are welcomed!

## Still time to complete AODA learning module

**DID YOU KNOW** that you are required by law to complete an AODA accessibility learning program?

St. Joe's is committed to providing a respectful, accessible and inclusive environment for all patients, employees and visitors. We are committed to meeting the standards outlined in the province's **Accessibility for Ontarians with Disabilities Act (AODA)**. Legislation states that all St. Joe's staff, physicians, learners, volunteers and contractors are required to complete the accessibility learning program to ensure our interactions and practices meet the accessibility standards.

If you have not completed your AODA training yet, please log on today at

<http://elearning.stjoes.ca>

## Staff Forum

*with Dr. Higgins*

**Charlton Campus**

June 11th, 2012

12pm to 1pm

Frank Charles Miller Amphitheatre



**HMECU** Healthcare and Municipal Employees' Credit Union™

**St. Joseph's Hospital Staff Credit Union Branch**

*Don't Keep Us a Secret!*

Scan the Code to find a location near you



Come by and visit us in Room G1104 or call ext 32910

Ask Us How You Can Earn **\$100**

## Introducing the Mobile Wellness Program!

Well it's time to get your spring on by moving, jumping, running, breathing and joining the wellness transformation program here at St. Joe's.

Wellness is an active philosophy that begins with each of us making a decision to consciously look after ourselves, no matter what the circumstances and to build a commitment to healthy living in order to achieve optimal functioning in our life and body. Wellness is a multi-dimensional process that requires personal accountability, education, resource, environmental awareness, nutrition and a sustainable practice.

This month, we are celebrating the running room with our very own celebrated coach, Patricia Peters, as your personal trainer so be sure to join us at noon on May 15th for a lunch time walk/run with Coach Pat in the lobby of the Juravinski Innovation Tower.

We have also introduced St. Joe's first-ever therapeutic power yoga program. Be sure to take a look at our calendar on the Wellness page of MyStJoes to find out more about this very exciting program to be offered at all our campuses. We will also be adding programming monthly and introducing an 8-week Tai Chi program on May 14th.

Take a look at our Wellness Calendar and feel free to tell us what you think by emailing [cmarvill@stjoes.ca](mailto:cmarvill@stjoes.ca)

Join the movement to be well at work!



*Submitted by Che Marville  
Wellness Coordinator, SJHH*

## PATH develops program to find efficiencies while enhancing patient care

St. Joe's Programs for Assessment of Technology in Health (PATH) Research Institute has developed the St. Joseph's Healthcare Hamilton Health Technology Assessment Appraisal & Review Program (SHARP) - a program aimed at improving patient outcomes and system efficiencies by determining which purchases are best for patients and cost-effective for the hospital.

"The importance of SHARP is paramount when making decisions that will benefit patient outcomes," says Ron Goeree, Director, PATH Research Institute at St. Joe's and Professor, Department of Clinical Epidemiology and Biostatistics at McMaster University. "This is about saving the hospital money, identifying any wastage of hospital supplies and equipment, while at the same time improving the quality of patient care."

"Given the current provincial spotlight on healthcare dollars and funding, the often-asked question is 'Where do we find savings now?'" says Dr. Mark Crowther, St. Joe's Vice President of Research. "As a leader in health technology assessment, PATH has created an innovative and cutting-edge program that helps us find some answers to that question. SHARP is about efficacy, efficiency, and cost-savings for St. Joe's, which ultimately benefits our patients."

Established in 2003, the PATH Research Institute conducts and promotes evidence-based evaluations of the effectiveness and efficiency of new and existing healthcare technologies. PATH contributes extensively to policy decision-making at both the provincial and national level and is very active in collaborative research with academia, government, clinicians and industry at the national and international level.

In recognition of his significant contributions in the field of health technology assessment (HTA), Ron Goeree, has been named the recipient of the 2012 Dr. Jill M. Sanders Award of Excellence in HTA - a lifetime achievement award and the highest honour in HTA in Canada.

The Dr. Jill M. Sanders Award of Excellence in HTA was awarded to Goeree by the Canadian Agency for Drugs and Technologies in Health (CADTH) during its 2012 symposium in Ottawa, Ontario. The Dr. Jill M. Sanders Award was established by CADTH in 2010 to celebrate Canadian leadership and excellence in HTA by recognizing individuals whose outstanding achievements have made a significant and lasting contribution to HTA in Canada.

"I am humbled and extremely proud of this tremendous honour," says Goeree. "Health technology assessment is an area that has continued to make significant strides and impacts in healthcare. I'm honoured to receive this in recognition of the work that has been done at PATH, and even more privileged to have been nominated by my graduate students. They are the new bright minds at work behind the future of health technology assessment."

*Highest honours*

## Social Media

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We invite you to find us online from home, or “follow us” remotely on your personal devices at work using the SJHH Guest Wireless Network.

- **Where can I find the Social Media Policy?**

The Social Media Policy can be found on MyStJoes under the Policies section of the intranet.

- **How do I access social media sites?**

To ensure the highest degree of online security, these sites are not available from St. Joseph’s Healthcare network computers. Over time, we hope to be able to roll out access from the network based on individual departmental needs. In the meantime, you can access these social media sites on your personal devices such as smartphones, tablets and laptops by logging onto the “STJ-Guest” Wireless Network with your St. Joe’s email username and password. Please be sure to follow the directions illustrated below.

- **Who manages the St. Joe’s Social Media accounts?**

All St. Joe’s Social Media accounts are managed and monitored by the Public Affairs Department under authority from the President.

- **What kind of information will be shared?**

Accounts will be used to share promotional content such as new programs, services, research, new redevelopment activities, Foundation news, events, conferences, recruitment, job postings. The accounts will also be used and integrated into our Crisis and Emergency Preparedness planning. This will provide an additional way to communicate to staff and community in the case of an internal or external crisis.

- **How can I participate?**

*Follow us on Twitter:*

*@STJOESHAMILTON*

*Like us on Facebook:*

*www.facebook.com/stjoeshamilton*

*Check out our YouTube channel:*

*www.youtube.com/stjoesfoundation*

*Follow us on LinkedIn*



- **Can patients and their families access these sites?**

Currently, the Guest Wireless Network is only available for staff, physicians, volunteers and learners free-of-charge. We will be working with the hospital Information Services Department to roll out this service to our patients and their families in the near future.

## How do I log into the St. Joe’s WiFi network?

1. Depending on your device, go to “System Preferences”, “Network Connections” or by clicking the WIFI icon.



3. On Nomadix page, enter your personal St. Joseph’s Healthcare Email username and password.



2. Choose the “STJ-Guest” Network. This will prompt you to the Log In page. \*If “Nomadix” Log In page does not appear, open any internet browser.



4. Click “Log In” and proceed.



# Body Watch

Submitted by the Dietitians at St. Joe's



## Choosing the best milk and milk alternatives

### Is milk still the gold standard when it comes to calcium?

Cow's milk is one of the best food sources of calcium. One cup has roughly 300 milligrams of calcium. Depending on age, adults need 1000-1200 milligrams of calcium each day.

### Why do some people avoid milk?

There are many reasons. Some people simply do not like the taste of milk. Vegetarians opt for milk alternatives because they come from plants, not animals. People who cannot properly digest lactose (lactose intolerance), the natural sugar in cow's milk, choose milk alternatives because they are lactose-free. Not tolerating lactose varies depending on the country. It can be as low as 5% in Northern Europe to as high as 70% if you are of Mediterranean descent. There are a variety of lactose reduced milk products on the market that can be a suitable alternative.

### What is the difference between goat's milk and cow's milk?

Goat's milk is becoming more popular as many people find it easier to digest and prefer its taste. Nutritionally, it is similar to cow's milk, however. Although some people report that goat's milk is easier to digest, it actually has the same lactose content as cow's milk so this isn't an option for someone with lactose intolerance.

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## President's Message

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Additionally, as a hospital located in a large city, our goal is to ensure that in critical situations patients, staff, families and the general population has up-to-date information readily available. With the utilization of our new Twitter account, that is now possible. In an emergency disaster situation in particular, it is imperative that we have the ability to provide timely updates, ensure public confidence and clarify misinformation. The February 26th Via Rail Train derailment and our recent Code Orange Readiness Exercise brought this matter into focus. Social media certainly will play a role in such future incidents. During the past few months, the Critical Drug Shortage has been a key concern for hospitals. On a bi-weekly basis the Clinical Advisory Group and the Incident Management System Group have been meeting to address this national issue. Drug inventory is being monitored on a regular basis to ensure correct forecasting of supply. Although communication updates are being provided on a regular basis, the new social media capabilities will enable immediate communication of key information to all patients, staff, physicians, volunteers and families.

St. Joe's is a dynamic organization and it is important to have the ability to celebrate our achievements. I am sure many staff who pass by our West 5th Campus daily are as amazed as I am at the pace of construction. During my visits to the units, I have also had the opportunity to observe outcomes of the Releasing Time to Care (RTC) Project which is active on four areas. Staff enthusiasm and engagement is quite outstanding. They are taking charge of their work environment and daily fixing frustrations, monitoring quality and improving the work environment for themselves but most importantly enabling more effective patient care.

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

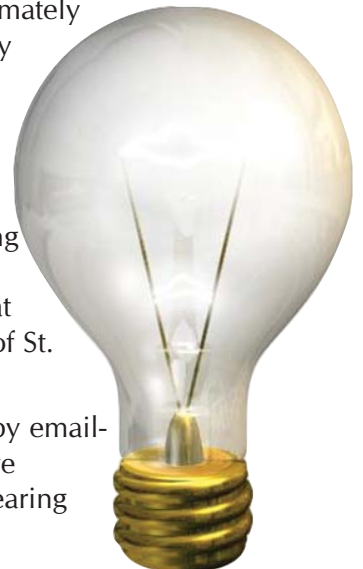
## Your Bright Ideas are still encouraged!

We're looking for new and innovative ways to enhance patient care, reduce costs and utilize resources more efficiently and ultimately deliver on our commitment to patient safety, quality and satisfaction.

Since the Bright Ideas Campaign was launched in 2008, we have received many fantastic suggestions on how to fulfill our goals, many of which we've actually been able to implement. We will be sharing some of your ideas in future issues of *Connections*. So please keep those ideas coming! We believe that the best ideas are created through the suggestions of St. Joe's employees.

If you have an idea, we encourage you to share it by emailing [brightideas@stjoes.ca](mailto:brightideas@stjoes.ca) today! To those who have already sent in ideas, we thank you. You will be hearing from us soon!

- The St. Joseph's Healthcare Bright Ideas Committee



## Body Watch

Cont'd from pg. 6

### What about soy beverages?

Soy beverages are made from whole soybeans or soy protein concentrate and they are lactose free. Soy beverages are considered a nutritionally adequate alternative to cow's milk. A one cup serving of soy beverage supplies similar protein and calcium as cow's milk. The health benefits of soy beverages are from the Isoflavones which may reduce the risk of many cancers, heart disease, osteoporosis and alleviate symptoms of menopause. The disadvantage of soy milk is that it can be very high in sugar. For example, chocolate soy milk can have up to six teaspoons of added sugar per cup. Look for "unsweetened" soy beverages without added sugars.

### What about rice or almond milk?

Rice or almond milk is made from filtered water, brown rice or almonds and vegetable oil. They are suitable if you have an allergy to dairy and soy products. The majority of rice and almond beverages are fortified with calcium, vitamin D, and B12 though most brands do not have enough protein to substitute for milk. If you drink rice or almond milk, you will need to get protein from other sources in your diet.

### If you don't drink cow's milk, what should you look for when buying these products?

To get the most nutrition:

- Buy fortified milk alternatives. Look for 25 to 30% daily value for calcium in one serving
- Keep added sugars to a minimum. Choose an unsweetened milk alternative.
- Choose a milk alternative with at least 8g of protein per one cup serving.

### Can these milk alternatives be used by people of all ages?

since plant-based beverages can be nutritionally incomplete, they should not be given to children under the age of two. Many do not supply the right amount of protein and unfortified products and can therefore lead to vitamin deficiency disorders in infants.

## Patient Safety Star Awards...

## Calling for submissions!



The Quality and Patient Safety Steering committee is inviting submissions for the 2012 Patient Safety Stars Award to be presented at the Leadership Convention in June. This Award recognizes innovative yet often simple solutions that enhance care, services and patient safety. The winning team will receive funding for education/training or other resources/tools that will contribute to ongoing quality/patient safety enhancements.

Over 35 applications were submitted from clinical and non clinical areas in 2011. The winning team was the Hamilton Regional Laboratory Medicine Program, Dept of Microbiology, Virology/Molecular Section for their development of two new detection methods for c. Difficile and respiratory viruses.

Patient Safety and Quality is everyone's responsibility so everyone is invited to apply! Submit your innovative improvement project today! Submission forms found on MyStjoes. **Deadline May 18th, 4:00 pm.**



# Are You Code Ready?

When you discover smoke or fire:

- R**emove all occupants
- E**nclose the area
- A**ctivate the alarm
- C**all 7777 to report the fire
- T**ry to contain or extinguish if you've been trained.

When you hear the fire alarm:

- Remain where you are and listen to the overhead announcement for further instructions (i.e. location of the fire).
- Employees who are away from their work area should return immediately to their work area if the alarm is located in that area/building/zone.
- Do not use the elevators in the affected building.

If the alarm is in your area/ building/ zone please do the following:

1. Report to your unit's Code Staging Area (pre-determined location).
2. Close all fire doors, room doors and stairwell doors in the affected area.
3. Review your evacuation routes.
4. Prepare for evacuation as directed by the Fire Marshall and SJHH Incident Command.

**REMEMBER:**

**Stay alert for instructions!**

Submitted by Stephanie Trowbridge  
Emergency Preparedness Manager, SJHH

**Code Red**

Payday Payouts Lottery

*Winners!*

**Winner:** Helene Wilson

**Department:** ICU

**Draw Date:** April 26th, 2012

**Prize Amount:** \$6,300.00

**Winner:** Salvatore Porco

**Department:** Housekeeping

**Draw Date:** April 12th, 2012

**Prize Amount:** \$6,159.00

*Been waiting to play  
Payday Payouts?*

New tickets are available now!

A new season of the Payday Payouts Lottery has begun...and there will be more tickets available than ever before!

The new season began on April 12, 2012. So if you've been waiting for a chance to play Payday Payouts, or if you'd like to purchase additional tickets, sign up today!

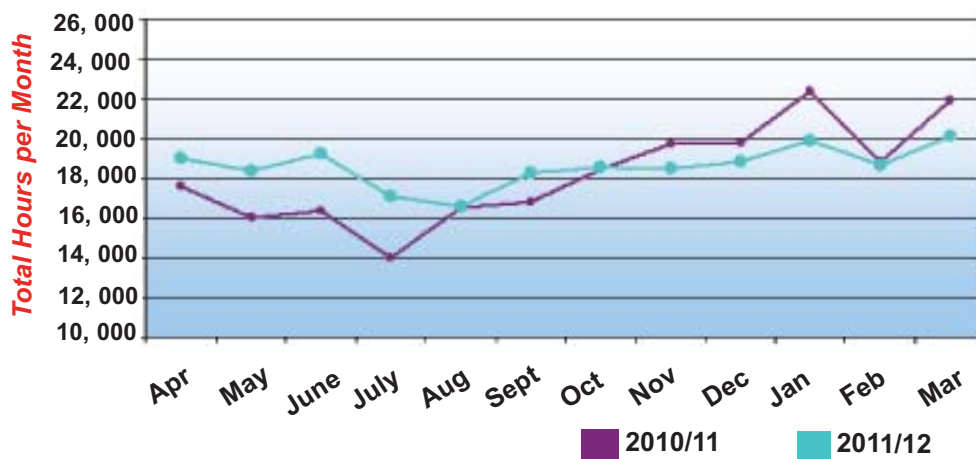
Just fill out the enrolment form available on [www.stjoesfoundation.ca](http://www.stjoesfoundation.ca) and fax it to Liz Marck in Payroll. Good Luck!

**Please note:**

Players already enrolled in the lottery will automatically receive new tickets, unless you inform payroll that you would like to opt out.

# Creating a culture of attendance @ St. Joe's

*Sick Time Hours*



Our projected average sick days per employee for the current fiscal year is at 10.84 days which is the same as where we were trending last year overall. The above graph represents the actual sick hours taken last year compared to this year .

The graph illustrates the decrease in actual average sick days taken in the month of March 2012 compared to March 2011. Our monthly total has decreased by 11% compared to actual sick days taken in March 2011. This is quite an accomplishment as sick time typically increases between the months of January to March at St. Joe's. These are promising results as we consider our organization's ability to respond to the challenge to reduce sick time and to act on it, together! Thank you for your continued efforts!

On May 2nd, the Minor Procedures Rooms (MPR) formerly located on Level 1, Bishop Dowling Wing was moved onto Level 2, Surgical Centre, adjacent to the Day Surgery Unit. As of May 3rd, all Minor Procedures at the Charlton Campus are being performed in the new Minor Procedures Suite in the Surgical Centre. This new location and associated revised processes translates to a safe, efficient and aesthetically pleasing environment for the patient, all accomplished via enhanced building design and creative and resourceful planning by the Perioperative team.



*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.

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