

connections

September 2012

A firsthand look at new West 5th site

On July 25th, Ontario Health Minister, Deb Matthews was on site at the West 5th Campus for an official tour of the construction site. Also in attendance were Ted McMeekin, Hamilton Liberal MPP, members of local media outlets and representatives from both St. Joseph's Mental Health and Addictions Program and its Redevelopment Department.

The 850,000 square foot Margaret and Charles Juravinski Centre for Integrated Health Services, scheduled for completion in Fall 2014, is expected to have capacity for 310 beds and will accommodate both clinical and diagnostics services for Mental Health and Addictions patients across the South Central Ontario region.



These patients need care and they are being cared for in other settings not as appropriate as this place will be. We are facing difficult fiscal challenges.

We need the funding to come to where the patients get the best care.

-Deb Matthews



Thoughts from our President

Dear Colleagues,

I hope all staff have had an opportunity for some well deserved rest and relaxation during the past few months. However we were challenged during this time by an outbreak of *C. difficile*. Due to the great work by our whole team this outbreak was quickly suppressed. It is clear that this very serious infection will be an ongoing concern and as such, we have further refined our strategies for managing this condition. I encourage you to visit MyStJoes where you will find further details.

As we look to the upcoming Fall months, I am inspired by this year's United Way Campaign theme: *Change Starts Here*. As we do every year, I am sure that we will come together to reach and exceed the \$35,000 fundraising goal. Much like the mission and vision of St. Joe's, the campaign focus is on helping the poor and marginalized in our community - something our staff do each and every day.

In my role as President, I am fortunate to visit units and departments at all Campuses during our monthly Executive Patient Safety Walkabout sessions. These sessions provide an invaluable opportunity to understand our daily challenges to providing optimal patient care. Moreover, I have also observed and received much feedback about our staff members who go above and beyond to ensure that our patients are treated with dignity, respect and are provided great patient care. That is why I fully support the new Grateful Patient Program. You have likely noticed the information about this terrific new program around our hospital. This is a great way to ensure our patients and their families have an option to show their appreciation to a staff member who has made a difference during their time at St. Joe's.

In addition to ongoing staff recognition, I am sure you would all also agree that it is important to acknowledge the value of our volunteers. We have all become familiar with the volunteers on our units and in our hallways as their time and effort is imperative to ensuring all daily tasks are completed at St. Joe's. Our Board of Trustees also consists of volunteer members who are critical to the success of our hospital. Board Members are a vital part of the St. Joe's team and I would like to ensure that our St. Joe's staff know who they are and what they do. In order to share this information with you, I am pleased to announce that starting in this issue of *Connections*, information about Board Members, their responsibilities and achievements will be shared on a quarterly basis.

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

It takes a team!

By **Anne Bialachowski** | *Manager, IPAC*
and **Clyde Coventry** | *Manager, EVS*

In July, St. Joe's experienced an increase in Hospital Associated (HAI) cases of *C. difficile* at the Charlton Campus. As the numbers began to rise, the Infection Prevention and Control team and Environmental Services worked closely with the clinical units to review and supplement preventive measures already in place. On July 26th, with 13 hospital associated cases for the month, an outbreak was declared in collaboration with Hamilton Public Health. The Outbreak Committee and IMS structure were implemented to support the various decisions and strategies required to control and contain the outbreak. These groups met regularly throughout August to ensure that patient care processes were examined from an IPAC perspective and decisions about interventions could be made and implemented rapidly.

Using the 5C framework and prevention audits that were developed during the *C. difficile* outbreak in 2010, environmental cleaning, unit-based IPAC processes, hand hygiene, antibiotic stewardship, and communication tools were evaluated. Excellent compliance with practices was found to be in place and only minor changes were recommended. Environmental services implemented a facility-wide decontamination and the sporicidal agent (bleach) in use was increased in strength. A care protocol for *C. difficile* was implemented and antibiotic review rounds were implemented in the medical program. On August 23rd, the outbreak was officially declared over.

A heartfelt thank you is extended to all staff for their attention to prevention measures that helped to keep our patients safe and bring this outbreak under control so quickly.

Change starts here...At St. Joe's

The 2012 United Way Campaign is Coming Soon

Consistent with the spirit of our Founders, our Hospital and its caring staff have always been committed to helping the poor and marginalized. One of our longstanding partners in this mission is the United Way. For years, staff at all three sites of St. Joseph's Healthcare Hamilton have joined together to raise funds for the essential community services and organizations that are supported by the United Way of Burlington and Greater Hamilton. This year, our local United Way has identified three overarching funding priorities:



From Poverty to Possibility

- Moving people out of poverty
- Meeting basic human needs for food, shelter, employment etc.

Healthy People, Strong Communities

- Improving access to social and health support services
- Supporting resident and community engagement
- Supporting community integration and settlement

All that Kids Can Be

- Improving access to early childhood learning and development programs
- Helping kids do well in school and to complete high school
- Making the healthy transition into adulthood and post-secondary education

This year's campaign theme is **Change Starts Here**. It is a very inspiring message that reminds us that all funds raised through our annual United Way Employee Campaign make a difference right here...in our community. The goal for this year's St. Joseph's Healthcare's United Way Campaign is \$35,000 and your support will help us foster change in our community. Keep an eye out for some creative ways to support the United Way at St. Joe's this fall!

To learn more about the 2012 United Way Campaign, please contact: Diana Elder, Executive Team Representative or Susan Zidaric Seymour, 2012 United Way Committee Chair

Clinic changes name

The current "Orthopaedic and Arthritic Clinic" has changed its name to the "Fracture and Orthopaedic Clinic" effective immediately. The decision to change the name was a result of feedback from a patient survey conducted earlier this year. Providing services for over 16,000 patients annually, the Fracture and Orthopaedic Clinic continues to provide outpatient assessment and treatment of new or recent orthopaedic injuries. Post-operative follow-up visits are provided and pre-operative education classes are also available for patients and their families for total hip and knee joint replacement surgery and back surgery.

Appointments and referrals are required.

Misuse of green scrubs is costing St. Joe's thousands

Due to casual misuse and theft, we are currently experiencing a serious decline in the number of green surgical scrubs in our hospital. We are finding that the hospital's supply is dwindling to the point that some critical areas do not have access to them as needed. Note that these scrubs are to be worn only by staff in areas entitled to wear them.

From a patient safety standpoint, this issue poses a considerable infection control concern. These scrubs are used to minimize cross-contamination between the patient and the outside environment. Therefore, we ask that you please do not leave the hospital property wearing these scrubs. If the scrubs are to be worn outside, they are to be removed and new ones donned as to avoid possible cross-contamination. In addition, they are not to be laundered at home as home water temperature settings are not high enough to eliminate harmful micro-organisms in the linen.

This problem also greatly impacts our hospital financially as we estimate that we are spending in excess of \$120,000 annually in replacement costs. This is not entirely a St. Joseph's Healthcare Hamilton issue, but also for those hospitals in our community also supplied by Mohawk Shared Services.

Let's do our part to keep costs down, but perhaps most importantly, let's do our part in ensuring the safest environment for our patients by making these scrubs available to those critical areas that need them.



St. Joe's Biostatistics Unit seeks internal research partners

By **Sebastian Dobosz** | *Research Administration Intern*

St. Joe's Biostatistics Unit provides statistical support tailored to the ongoing needs of researchers within St. Joe's, the Centre for Evaluation of Medicines and the Faculty of Health Sciences at McMaster University.

Recently, the Biostatistics Unit co-authored a publication that was nominated for a *Research Paper of the Year Award* from the highly-reputable British Medical Journal Group. The Cardiovascular Health Awareness Program, or CHAP, proved to be effective in reducing cardiovascular disease at the population level. Essentially, this study demonstrates the benefits of pre-clinical programs in regards to ailments such as heart disease, stroke and high blood pressure. The Biostatistics Unit played an integral role in this study through its research design and statistical analysis.

In addition, a recent biostatistics study used cost-efficient methodology to choose sample sizes for fMRI studies with the aim of maximizing information gained per dollar spent. Studies such as these provide direction for researchers to develop research projects which prove to be both cost-effective and methodologically sound.

The Biostatistics Unit collaborates with researchers throughout the entire timeline of research projects. They provide guidance in regards to grant proposals, framing research questions, research design and data

collection methods. They also assist with data analysis and interpretation as well as report writing.

"We are here to work with you to ensure that your study succeeds through proper use of sound statistical and methodological methods," says Dr. Lehana Thabane, Director of the Biostatistics Unit.

The St. Joseph's Biostatistics Unit faculty have been members of grant review panels for various funding agencies such as the Canadian Institute for Health Research, the Canadian Breast Cancer Foundation, the Nova Scotia Health Research Foundation as well as the Ontario Ministry of Health and Long-Term Care. Their experience in these panels can provide you with valuable insights as you prepare your grant applications.

The services offered to researchers by the Biostatistics Unit, in order to provide guidance and ensure methodological validity, include the following: central telephone randomization, case report form design and development, data management services, data analysis using state-of-the-art technology, as well as education courses and workshops.

To contact the Biostatistics Unit for research purposes, please feel free to e-mail rolivei@mcmaster.ca or call 905.522.1155 x 34905.



Starry Night

Tickets go on sale September 17th
In person at Michelangelo's
1555 Upper Ottawa Street
or by phone after 10am
905.575.9955

Saturday, November 17th, 2012

Reserve your table early!

\$45 per person

Contact Nancy McGregor at
nmcgergo@stjoes.ca or visit us
on MyStJoes at

<http://mystjoes/info/starrynight>

*Professional Advisory Committee
Health Professionals
Awards of Excellence*

Calling out for your nominations!

It is that time again to take the opportunity to recognize excellence in Health Professional Clinical Service, Teaching, Research, Leadership and Innovation by nominating a deserving individual and or team for the 2012 **Health Professionals Awards of Excellence!** Nominations are open online Tuesday, September 17th and will be accepted until Friday, October 12th. Please look under the "Information and Events" section of MyStJoes for the link to the nomination form.

**Research
happens**
at St. Joe's

Did you know?

St. Joseph's Center for Evaluation of Medicines directly influences over \$4 billion in annual government drug expenditures.

Introducing...

Advanced Care Planning

By Anne Moulton | Lead, Advanced Care Planning Policy Committee, SJHH

What is ACP?

ACP is an ongoing process that encourages individuals to engage in conversations about potential future healthcare treatment options. ACP is an entirely voluntary process by which a mentally capable person can:

- Think about their values regarding future healthcare choices,
- Explore medical information that is relevant to their health concerns,
- Communicate wishes and values to their loved ones, their representatives and their healthcare team,
- Record their choices for healthcare as guidance in the event they can no longer speak for themselves.

Why is ACP important?

ACP promotes patient-centred care that focuses on respecting the individual's perspective on what matters most and then tailoring the care provided to support their preferences.

ACP Policy

Consistent with our organizational mission, vision and core values, a policy is being developed to provide clear, coherent and adequate guidelines for initiating, discussing, determining and documenting the expressed wishes of capable patients/residents regarding their future healthcare and treatment. The policy is intended for use by staff throughout the continuum of care and includes all partners within St. Joseph's Health System. This policy will serve to assist healthcare practitioners to enhance competence in the process of ACP by:

- Encouraging discussion regarding patients'/residents' wishes about future healthcare,
- Fostering a collaborative ongoing process for ACP to ensure the goals of care for the patient/resident are identified and addressed,
- Promoting a standardized approach to ACP across St. Joseph's Health System,
- Recognizing that ACP is a valued process of communication.

If you would like to learn more about ACP, please visit:

<http://www.advancedcareplanning.ca/about-advance-care-planning/national-framework-for-acp.aspx>

**Employee
Discount
Program**

NEW! Pamper yourself and enjoy a day at the spa by visiting **The Ten Spot**, Hamilton's newest Beauty Bar!

For more great deals and offers to you visit, www.stjoes.ca/play

If pays to work at St. Joe's!

Body watch

by the dietitians of St. Joseph's Healthcare Hamilton

Did you know that most Canadians do not eat enough fresh fruit?



Fruit is a great source of fibre, potassium and many vitamins. A diet rich in fresh fruit helps to control your

weight and lowers your risk of diabetes, high blood pressure, heart disease and stroke. Fresh fruit fills you up and is a lower calorie alternative to dessert.

Health Canada's Food Guide advises adults to eat 7-10 servings of fruit and vegetables (combined) per day. Ideally, two to three of those servings should be fresh fruit and the remainder should be vegetables.

What is a serving of fruit?

A medium size apple, ½ grapefruit, or fruit the size of a small clenched fist is considered a serving. To get the most health benefits from fruit, eat local fresh fruit instead of drinking juice. Juice lacks fibre and does not fill you up the way fresh fruit does.

To increase your fruit intake:

- Bring fruit to work,
- Keep fruit visible at home to help encourage healthy snacking,
- Include fresh fruit at breakfast,
- Make a fruit smoothie with milk/soy milk, frozen fruit and half a banana or top a bowl of high fiber breakfast cereal with fresh fruit,
- Try canned fruit and low fat yogurt as a snack,
- Add fruit to salads – toss oranges, berries or apple slices into green salads.

A tradition of giving at HMECU

By **Jill Kennedy** | Development Intern, St. Joseph's Healthcare Foundation

The Healthcare and Municipal Employees' Credit Union (HMECU) has been an active and supportive partner of St. Joseph's Healthcare for more than 30 years. Their philanthropic gifts of thousands of dollars over the years have reached countless research departments and patient care areas within the Hospital and HMECU staff have become faithful participants in many Foundation events including the Holiday Gala and the Around the Bay Road Race.

HMECU's tradition of giving has continued during the current *Timeless Care, Tomorrow's Discoveries* Campaign. With an onsite banking branch located at the Hospital's Charlton Campus, HMECU staff have had the chance to see and understand the needs of patients at St. Joe's, and the need for an expansion and enhancements to some areas and units. In late 2011, HMECU was excited to present our Foundation with a cheque in the amount of \$10,000 to support the

purchase of new patient televisions during the redevelopment of St. Joe's Intensive Care Unit (ICU).

Deanna Basso, HMECU Marketing Coordinator says, "St. Joseph's Healthcare is a leader in critical care delivery, and the Hospital takes great pride in the work they do in their ICU. State-of-the-art patient care facilities will complement the state-of-the-art staff at St. Joe's and the exemplary care they deliver. We are proud to continue partnering with all of our employer groups to make a positive impact on the communities in which we live and work."

The ICU at St. Joe's is a busy one. With over 1,000 patients annually, it is expanding to provide intensive care for even more patients in our region. Through this gift, HMECU has provided patients with a much-needed distraction from what can often be a busy and stressful unit. Through the purchase of televisions, patients and

their loved ones recapture a sense of familiarity, and welcome the diversion of listening to music, watching the news of the day, or enjoying a prime-time drama. This gift is an important step towards creating a comfortable, home-like environment for our critically ill patients.

"The three-decade relationship we have with HMECU is deeply treasured," says St. Joseph's Healthcare Foundation President and CEO Sera Filice-Armenio. "It is through friends like HMECU that our Hospital has been able to provide the compassionate care we are known for, and it is because of these friends that we will be able to continue our tradition of caring for decades to come."

If you would like to support cutting-edge care at St. Joe's, please contact the Foundation at 905.522.1155 or visit www.stjoesfoundation.ca.

**Join us!
Stay informed!**

Staff Forums

All St. Joseph's employees, physicians, learners and volunteers are invited to attend these sessions. Dr. Higgins will discuss recent hospital initiatives and updates, followed by a Q&A period.

October 24, 2012

West 5th Campus
Seminar Room
11:30pm-12:30pm

November 27, 2012

Charlton Campus
Frank Charles Miller Amphitheatre
12:00pm-1:00pm

December 19, 2012

King Campus
Kemp Auditorium
12:00pm-1:00pm



**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**

Message from our Board Chair



*As Chair of the Board of Trustees for St. Joseph's Healthcare, I am delighted to be part of the organization during such an exciting time. This year St. Joe's demonstrated its commitment to improving quality, patient safety, patient satisfaction and employee satisfaction by molding and approving our new Strategic Plan, **Mapping Our Future**. We look forward to working with all of you as we focus on providing our patients with exemplary healthcare.*

Eight volunteers, as well as St. Joe's President, David Higgins, Chief Nursing Officer, Winnie Doyle, Chief of Staff, Dr. Hugh Fuller, President of the Medical Staff Association, Dr. Tamar Packer and Dr. John Kelton, Dean, Faculty of Health Sciences, McMaster University comprise the Board of Trustees. Together we bring a variety of experience to our role as the eyes, ears and voice of the community. We have a legal responsibility to oversee the entire hospital operation and ensure that we are in compliance with our mandated requirements. Additionally we are guided by the Sisters of St. Joseph of Hamilton who have inspired our Mission, Vision and Values statement. Our function requires us to be well informed on current healthcare industry issues and attend committee meetings where we are able to question our senior administration and team leaders on the execution of our quality mandate.

Very importantly, my colleagues and I strive to consider the patient's perspective or patient's voice as we like to refer to it, in all of our work. To accomplish this we attend Medical Advisory Committee meetings, receive presentations from St. Joe's leadership teams, participate in executive patient safety walkabouts and take part in recognition events and fundraising.

This quarterly feature will be a way for us to communicate our work to you, the individuals who carry out our mission each and every day. We thank you for your dedication to St. Joe's and look forward to your continued commitment to our patients.

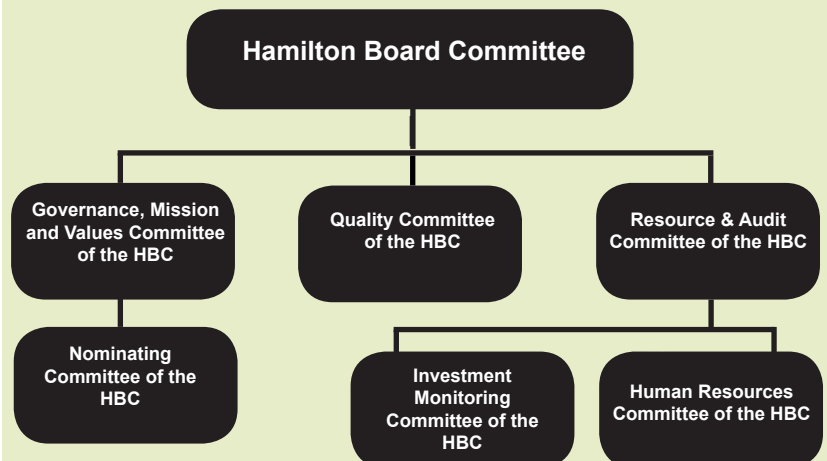
Ben Gould | Chair, Hamilton Board Committee

Hamilton Board Committee

Structure

Hamilton Board Committee (HBC) is formed by 13 volunteer members from the Hamilton community along with St. Joseph's President, Chief Nursing Executive, Chief of Staff, President of the Medical Staff Association and Dean, Faculty of Health Sciences, McMaster University. The HBC's mandate includes matters relating to our mission, vision, strategic objectives, programs and services. As you are aware, significant endeavors are now underway at St. Joe's and it is imperative that the Board has arranged processes and structures to provide these initiatives with the attention they deserve.

Structure and processes across the HBC and all Committees are monitored and revised on an ongoing basis by the **Governance, Mission and Values Committee**. In addition to the corporate renewal of the St. Joseph's Health System, our industry will continue to be subject to great amounts of legislative change and it is imperative to have diligent oversight of HBC Board processes as well as provincial changes. Working in partnership with the **Governance, Mission and Values Committee**, the **Nominating Committee** ensures a clear recruitment, evaluation and succession plan for the HBC. The **Quality Committee** purpose is to evaluate quality of care and maintain high standards of patient safety and clinical care at St. Joseph's. By providing feedback and ultimately approval of the Quality Improvement Plan, we ensure all staff is provided with challenging yet achievable quality and patient safety goals. The **Resource & Audit** and **Investment Monitoring Committees** provide ongoing financial and physical facilities management. Since funding directs the care and services we provide it is imperative that we have a sound fiscal strategy so we can maintain and where possible enhance the level of services provided. The Committee has worked diligently to ensure requirements for the new Margaret and Charles Juravinski Centre for Integrated Healthcare are accurate while meeting time and budget obligations to ensure creation of a new model of integrated care. Most recently, the **Human Resources Committee** was formed to ensure the Engaged People strategy as described in *Mapping Our Future* is achieved.



Payday payouts

July 19th
Patricia Jacobs
\$6,598.50

August 2nd
Sarah Fuller
Acute Psychiatry
\$6,588.00

August 16th
Rachel Pegg
Computed Tomography (CT)
\$6,552.00

Been waiting to play Payday Payouts?

Please note: Tickets for the Payday Payouts Lottery are now **Sold Out.**

We will continue to update staff through email should new tickets become available.

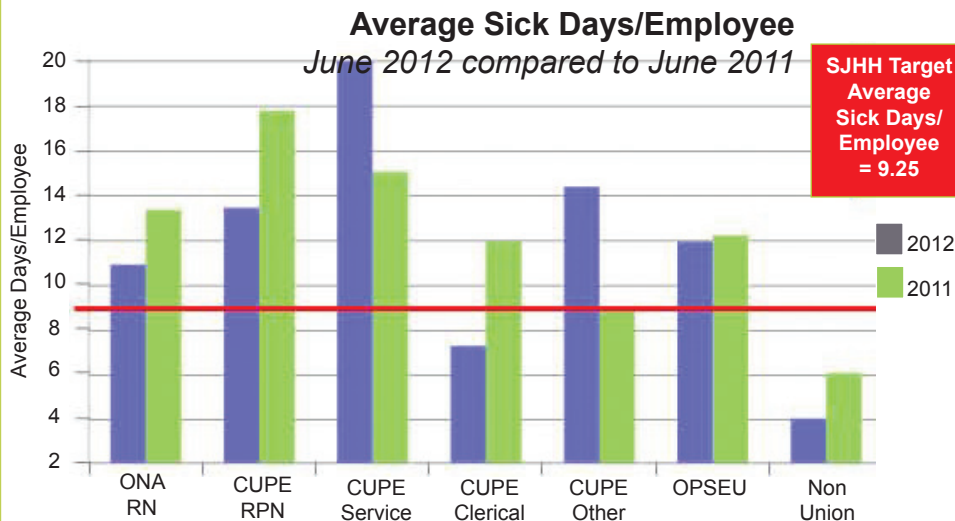


Ontario Nursing Informatics Group Education Day

*INNOVATION SHAPING
THE PATIENT EXPERIENCE
within
ST. JOSEPH'S HEALTH SYSTEM*

Friday, September 21, 2012
8:30am - 2:30pm
Frank Charles Miller Amphitheatre
Charlton Campus

Attendance management at st. joseph's healthcare



Overall, our projected sick time for this year is 15% lower compared to this time last year. The total average sick days in June of this year was 9.44 average sick days, compared to 10.88 days in June 2011. The above graph displays the breakdown of groups showing improvement or increase when we compare this year (purple) to last year (green). As presented, most groups have shown an improvement when comparing year over year. Our organizational target is within reach, as a 2% decrease in sick time from our June average would bring us down to 9.25 days.

Getting to zero through the power of one

By **Kim Robertson** | Risk Management Specialist

Healthcare Risk Management Week ran from June 18-22. This year's theme was "Getting To Zero through the Power of One." The premise is that it takes ONE person, ONE leader, ONE organization or team to achieve ZERO preventable incidents. Building on that theme, members of the Risk, Legal and Medical Affairs department had displays at each of the three campuses helping to showcase not only the department, but its philosophy of Bridging Relationships through Education, Consultation, Collaboration, Negotiation, Leadership, Facilitation, and Communication.

The team would like to acknowledge what members of St. Joe's teams do on a daily basis to identify and manage risk, with a collective goal of ensuring the safety of our patients, their families, our visitors and our staff!

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Send your comments, suggestions, story ideas or submissions to:
Public Affairs Department
Level 1, 225 James St. South
Telephone: 905.522.1155, ext. 33423 Email: kdebreau@stjoes.ca

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managing editor: Brian Guest
editor: Karen DeBreau
contributors: Aisling Higgins
Debbie Silva
Carrie Trembinski
Lindsay Whelan
photography: Craig Peters