

connections



AROUND THE BAY ROAD RACE



ABOUT THE PHOTO

Lanni Marchant of London, Ontario set a new record for the women's 30 K race, crossing the finish line at 1:44:39.



A Record Breaking Day Around the Bay

This year's Around the Bay Road Race broke no less than three records. On Sunday, March 24, there were more participants than ever – 12,000 people – walking and running the race course in wonderful weather that brought out thousands of cheering fans. A new race course record of 1:44:39 was set by Lanni Marchant as she took first place in the women's 30K and Terrence Attema took first place in the men's 30K. And, an all-time fundraising high was reached to boot!

Of course from our perspective, the biggest winners of this event are the patients who are served by St. Joseph's Healthcare Hamilton. Since St. Joe's officially became the charitable beneficiary of this race in 2005, the event has raised more than \$1.25 million to support patient care and research at the Hospital. And this year, thanks to the support of so

many runners and fundraising teams, our Foundation is adding another \$315,000 to that tally. The online pledge pages are being kept open until April 30 at www.aroundthebayroadrace.com for anyone in the community who would still like to make a gift to St. Joe's.

We are immensely thankful to the unprecedented number of St. Joseph's staff members who joined Team St. Joe's this year. We had almost 150 employees take part in the race, and thanks to your collective efforts, we're pleased to announce that as of race day Team St. Joe's has brought in almost \$30,000 in pledges...and more donations continue to come in post-race! Your participation and commitment has also raised the community's awareness about the excellent care we provide at the Hospital. Thank you and congratulations to everyone! Next year's Around the Bay Road Race takes place on Sunday, March 30, 2014! ●



From St. Joe's Hamilton (@STJOESHAMILTON)

"It's an absolutely beautiful day for #AroundTheBay. Looking forward to seeing 12,000 runners in action today in #HamOnt"

24 Mar 2013 2:00 AM

Inside this Issue...

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Message FROM OUR president

As we move forward to realizing the goals outlined in our corporate Strategic Plan, we know that it is our people who are the key to this plan's success. Therefore, we are committed to creating a culture in which our employees, physicians, learners and volunteers feel valued and supported and can perform at their very best every day.

In December 2012, we conducted our very first employee engagement survey. You may recall past employee satisfaction surveys at St. Joe's, however this was our very first employee engagement survey. Engagement can be described as "the extent or depth to which one brings their true self into the performance of their work roles. When engaged, people employ and express themselves, physically, cognitively, and emotionally during role performances."

By focusing on engagement, we are able to more strategically focus on and respond to the needs of our employees with the objective of increasing the quality of care provided, increasing employee morale, enabling our staff to adapt to the fast pace of change, increasing staff retention and decreasing absenteeism. Only when these factors are optimal can we achieve our ultimate goal, which is to provide compassionate, high quality and safe care to our community.

Thanks to the 3032 individuals (staff, physicians and volunteers) who responded, we received a tremendous amount of feedback regarding what is working and where we need to make improvements as we work towards engaging our people. Three main drivers were identified as a result of the survey – areas in which we will have the most impact in increasing engagement and responding to the needs of our staff. A more fulsome breakdown of the results of this survey is included in this issue of Connections and in the coming weeks, you can expect to learn more from your managers via unit level "snapshots" which will give a specific departmental breakdown of the results.

I would like to thank each of you who took the time to complete this survey. I would also like to

take this opportunity to share my most sincere appreciation to our 689 volunteers who so generously offer their time, expertise and commitment to our patients, families and staff each and every day. Their work here is truly a reflection of the mission first set forth by our Founders over 121 years ago. April is Volunteer Appreciation Month and I encourage all of you to take time to thank our volunteers for making a difference at St. Joe's! ●



Your professional growth matters here.

Another reason why we're voted one of Canada's Top 100 Employers.

St. Joseph's Healthcare's training and skills development program is rated as exceptional. Aside from our employees receiving tuition subsidies for courses related to their position, our employees may also receive tuition subsidies for courses unrelated to their current position. The hospital also supports ongoing career development with financial bonuses for course completions, in-house apprenticeship and skilled trades programs, in-house training programs, online training programs, online employee skills inventory, formal mentoring program; career planning services, new employee orientation program, formal management training program, an in-house annual "Leadership Conference" for managers and frontline personnel, and a new "Learning Network" that is comprised of employees who are responsible for implementing training initiatives across the hospital.



Engaged People



At St. Joe's, we know the importance of employee engagement. We know that it is our people who are the power behind the success of our corporate Strategic Plan. We know that listening to our employees and involving them at all levels of decision making equates to better productivity, increased job satisfaction and higher employee retention.

"We strive to build a work environment that supports staff engagement — one that is conducive to fulfilling our Mission", says Lori MacBeth, Manager, Employee and Organizational Development. "One of the primary ways we gauge our success in building a supportive work environment is by periodically gathering the opinions of our staff." Over the past decade, our organization has conducted numerous surveys seeking feedback from our own employees – the Baptist Culture Survey in 2006 and again in 2008, the Patient Safety Survey conducted in 2010 and the Worklife Survey in 2010.

In December 2012, St. Joe's conducted its very first employee engagement survey. Unlike the previous surveys, this one went beyond measuring staff satisfaction levels and focused only on measuring employee attitudes and behaviour and levels of engagement within the organization.

This survey, which took place between December 4th and 31st, 2012, was conducted by TalentMap, an Ottawa-based firm specializing in employee engagement with over a decade of experience in survey research and best practices in multiple industries. The survey provided each employee with the opportunity to express his/her voice candidly and confidentially.

A total of 2865 employees and volunteers took part in the survey resulting in an overall Engagement rating of 75% favourable which is well above benchmark for teaching hospitals and similar sized organizations. The feedback received will help to identify our areas of greatest strength and other areas of opportunity that will enable us to continue to attract, retain, and develop our human resources. It also enables us to identify ways in which we can improve cultural attitudes and levels of employee morale.

"The results of the survey will allow us to identify opportunities in terms of better supporting our staff and ensuring greater commitment and dedication to the organization," says Lori. "Based on the feedback from a

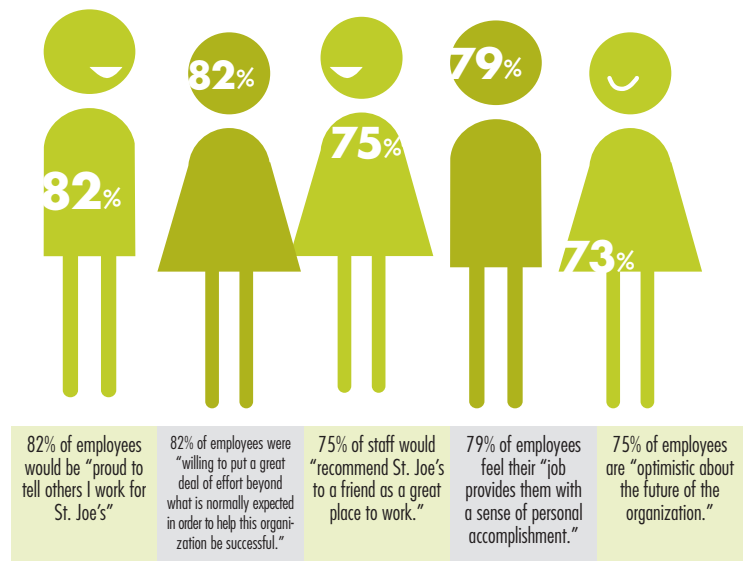
set of six specially-designed questions, three main themes (drivers) were identified as having the largest impact on employee engagement. These are the areas where we need more focus to support, develop and retain our great employees."

1. Professional growth
2. Mission and quality (service excellence)
3. Organizational vision

Areas of improvement identified:

- ✦ Continue to communicate vision and strategic directions of organization,
- ✦ Increase leadership visibility and staff engagement,
- ✦ Listen to staff as they have knowledge that leaders don't – ideas, issues before decisions are made,
- ✦ Ensure managers and staff uphold the values that execs strive for.

In the coming weeks, managers will be sharing results specific to their departments, services and units. These "snapshots" will help guide each specific area in working on next steps to improve engagement within their teams. ●



Volunteers: The Lifeblood of our Community

Find **Interconnection** Here



National Volunteer Week, April 21st – 27th is an annual tribute to the millions of volunteers across the country. Now in its 71st year, it is a time for all of us to celebrate the hard work and commitment volunteers have in helping to build better, stronger and healthier communities.

Here at St. Joe's, our volunteers give their time, passion and caring to the many patients, families, visitors and staff of this hospital. They are students, professionals, new immigrants and retirees who live and work in our community. These special people contribute in so many ways to support over 50 programs and services across the organization, giving a total of 69,028 hours of their time to St. Joe's in 2012 alone!

By celebrating the efforts of our volunteers, we create opportunities to raise awareness about the vital contribution they have made and continue to make to St. Joe's. Let's introduce you to three of the 689 volunteers who help make a difference in the care we provide to our patients each and every day.

Edward Konkal

Shortly after being diagnosed with Chronic Obstructive Pulmonary Disease (COPD) and needing proper care, I discovered that there were no facilities for extensive respiratory treatment where I was living. While weighing my options, a relative told me about the Firestone Clinic and its great reputation for comprehensive patient care and research. Upon further investigation, I was pleased to discover that Firestone is unique in its treatments and had excellent in/out patient programs.

As a volunteer my personal involvement has allowed me to co-chair group ses-

sions with both Breathing Buddies and Meet the Grad programs.

Breathing Buddies is a gathering of people with COPD, as well as their family members and/or friends. During our meetings, we share and discuss everything COPD and offer support, encouragement and information with one another. Personally this program has been a real lifeline and to me; contributing greatly to my wellbeing in that these group sessions continually educate, encourage and reassure me that I can take positive steps to increase my quality of living. There are also great benefits to just being with others who understand the myriad of issues of COPD.

Meet the Grads is another group program designed to assist and

educate those with COPD. As a Grad, I have volunteered to offer support, encouragement and education by communicating my personal experiences and answering questions, obtaining, and sharing current information. We encourage those in this course to continue with the techniques they are learning so they can maintain in their daily living and successfully meet the challenges they may encounter over the course of time. Being a volunteer and offering hope in this regard continues to be a privilege and a blessing. ●



Edward Konkal travels from up north to come to volunteer at St. Joe's.



Radwa Elsharawi, McMaster student and dedicated St. Joe's volunteer.

Radwa Elsharawi

All my life, I have always wanted to become part of a health care team providing help and support to people suffering from different health problems. Up until the age of 19, I was living in Egypt where poverty is only making illnesses worse so when I learned of the volunteer opportunities available at St. Joe's, I immediately started my application!

At the beginning, I was a senior support volunteer at CTU (Clinical Teaching Unit), and I believe it was the right place for me to start my volunteer experience. It was a very pleasant experience as the nurses were very kind and welcoming, my partners were skilled and I was very

happy to learn from them. The patients were always joyful to meet us.

But it's not only the impact it had on me that made it pleasant; it was the impact that my presence had on the patients. Because of their chronic conditions, patients in CTU are hospitalized for long periods of time, unlike many of the other departments where patients get discharged right after they receive their treatments. For this reason, I found that they tend to feel isolated and lonely. My primary goal was to provide them with companionship and emotional support. I took part in getting them involved in different activities and spent plenty of time talking to them about their personal interests and life achievements. This made my volunteer hours more productive

as I was able to keep them entertained by engaging them in the kind of activity that they found appealing. This entertainment did not only help the patients with their loneliness and boredom but also provided them with cognitive stimulation to help speed up their recovery.

Now, I am an Emergency Room volunteer but my roles and responsibilities haven't changed! It's all about providing support to the patients. Their comfort and satisfaction are all that matters. ●



After suffering serious injuries from a motorcycle accident, volunteer **Jay** Dukeshire decided to give back.

Jay Dukeshire

A life changing motorcycle accident, a two-month stay in the hospital and a very long recovery, led me to becoming a volunteer as I wanted to give back to all the people who had dedicated their time and patience in helping with my miraculous recovery.

I began my search for a placement by emailing several hospitals and following an interview with at St. Joe's, I was able to determine what would be the best fit for me and decided to volunteer in the Stay Well program at the King Campus. Through my own experience, I thought I could offer the clients encouragement to work hard, but most importantly have fun and make the

best out of what they're doing.

Volunteering began with getting to know the clients and staff who have now become the friendly faces I'm used to seeing on a regular basis. I often work with certain clients on particular exercises to help them reach their goals and it always involves a great conversation that's usually very informative or quite funny. They have a lot to offer from their life experience and we often talk about how certain situations have changed the outcome of our lives and the best way to deal with them.

Volunteering at the hospital is something I never thought I would be doing, considering that I was caught up in a very different lifestyle. Volunteering has brought

me satisfaction in helping others achieve their goals. It's very gratifying to know that I may have helped someone feel better and possibly helped with a positive attitude. I often tell my story to motivate people and show them anything is possible with hard work. Although this is something I never thought I'd be doing, I always look forward to the next day to volunteer. Who knows what the future holds! ●

Support of St. Joe's Surgical Care

As part of our continuing quest to deliver exceptional care, St. Joe's proudly opened its new state-of-the-art surgical centre in the fall of 2011. The centre's 3,500 square foot Minor Procedures Unit was opened in early 2012 and was recently supported through the generosity of the Mackay family.

Gary and Sandra are the founders of Tube-Mac Industries, a multi-national company that specializes in the manufacturing of non-welded piping systems. Established in 1977 and headquartered in Stoney Creek, Gary and Sandra began the business from the back of their truck, visiting customers to make them aware of their technically advanced product. Since that time, Tube-Mac has become a homegrown entrepreneurial success story with offices all over the world. As business innovators, they truly understand that long-term success requires investment in new approaches and innovation.

Gary and Sandra Mackay have been long-time supporters of St. Joe's and recently, their major gift of \$100,000 to support surgical innovation at St. Joe's was recognized by the Foundation with the naming of the Mackay Family Minor Procedures Room. St. Joseph's surgical centre is home to four minor procedures rooms which are used to treat approximately 6,000 patients per year. These "mini-operating rooms" can be used for minor proce-

dures like a cystoscopy, biopsy, lesion removal, colonoscopy or carpal tunnel release.

Gary and Sandra were inspired to support the new centre after taking a hard-hat tour of the facility while it was still under construction. "We were fortunate to have a surgeon along with us on our tour. Seeing his excitement over what this redevelopment would mean for him as a surgeon, and more importantly, for his patients and for families like ours, was all the convincing we needed to make a gift to St. Joe's," explains Gary. "We have a large and still growing family, and should they ever need it, we want

to make sure that they, and all of our friends, neighbours, and employees, have access to the best surgical care in our region...right here at St. Joe's."

Foundation President and CEO, Sera Filice-Armenio said, "The Mackay Family has built a rewarding life, a successful business, and a beautiful family here in Hamilton. And now, through the gift they recently made to St. Joseph's Healthcare Foundation, they are making Hamilton a healthier community. We're honoured the Mackay family decided to invest in the care our Hospital provides." ●

"We want to make sure that all of our friends, neighbours and employees, have access to the best surgical care in our region."



Call for Nominations: St. Joseph's Spirit of Hope Award

The St. Joseph's Spirit of Hope Award honours and celebrates an individual, group, or organization that has overcome mental health concerns or addiction challenges; or has made impactful contributions to the mental health care and/or addiction fields. One award will be presented in 2013 at our inaugural Mental Health Morning Breakfast Event.

Haldimand-Brant community who have made a significant contribution in one or more of the following areas are eligible for nomination:

- ① Building awareness of mental health and addiction issues in our region
- ② Reducing the stigma associated with mental health and addiction
- ③ Advancing knowledge in the area of mental health or addiction research
- ④ Advocating for positive change relating to mental health and addiction issues
- ⑤ Providing support or treatment to people with mental illnesses and/or addictions, their families, and/or caregivers

Nomination Deadline:

Nominations are due by April 11, 2013. To learn more, or to download the complete nomination package, visit www.stjoesfoundation.ca.

Selection Criteria

Individuals, groups, or organizations in the Hamilton-Niagara-

St. Joseph's Healthcare Hamilton FOUNDATION

Join us: Tuesday, May 7th, 2013

RSVP
Tickets are \$50 per person or \$400 for a table of eight.
To register, please visit www.stjoesfoundation.ca/mentalhealthmorning
For inquiries, please call Susie at 905.521.6036

A breakfast to support
the Mental Health & Addiction Program
at St. Joseph's Healthcare Hamilton

FEATURING A KEYNOTE ADDRESS BY
Valerie & Catherine Pringle
Mother-Daughter Duo Striving to end the Stigma
Associated with Mental Illness by Sharing Their Story

St. Joseph's
Healthcare Hamilton
FOUNDATION

Join us: Tuesday, May 7th, 2013

Carmen's Banquet Centre | 1520 Stone Church Road East, Hamilton | Start Time: 7:30 a.m.
Morning Agenda: Breakfast & Seating | Opening Remarks | Award Presentation | Key Note Address

Your mother was right: Breakfast really is the most important meal of the day. Not only does it give you energy to start your day but it is linked to many health benefits, including weight control and improved work performance.

Studies show that eating a healthy breakfast contributes to:

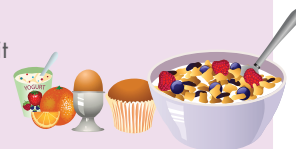
- ✓ A more nutritionally complete diet, higher in nutrients, vitamins and minerals
- ✓ Improved performance at work and school – better concentration and problem solving skills and improved eye-hand coordination
- ✓ More strength and endurance when exercising
- ✓ Lower cholesterol levels
- ✓ Weight Loss

Many studies, in both adults and children, have shown that breakfast eaters tend to weigh less than breakfast skippers. Why? One theory

suggests that eating a healthy breakfast can reduce hunger throughout the day, and help people make better food choices at other meals. While it might seem you could save calories by skipping breakfast, this is not an effective strategy. Typically, hunger gets the best of breakfast-skippers and they eat more at lunch and throughout the day.

Some quick and healthy breakfast choices:

- ♥ A veggie omelet and a piece of whole-wheat toast
- ♥ A whole-wheat English muffin with low-fat cheese, a scrambled egg, and slice of tomato or lean ham
- ♥ Smoothie made with fruit and low-fat yogurt and protein powder
- ♥ Whole-grain cereal with fresh fruit and low-fat milk
- ♥ Oatmeal made with skim milk, raisins and nuts, plus fresh fruit
- ♥ Low-fat yogurt and a piece of fresh fruit
- ♥ Yogurt smoothie and a breakfast bar
- ♥ Hard-boiled egg and a banana



New Centre Provides Space for Spiritual Reflection

GARY PAYNE

Certified Specialist and Teaching Supervisor, Professional Practice Leader, Spiritual Care Department

For every person, spiritual reflection is unique. It could take the form of a quiet pondering and exploration of circumstances occurring in life. For some, it may even take the form of prayer, meditation, or centering. At St. Joe's, we know that it is important for our patients, families, visitors, volunteers and staff of diverse faith and/or spiritual traditions to have an inclusive space for quiet personal and spiritual reflection. As such, we have opened a beautiful new Spiritual Centre.

Located in the former Day Surgery waiting room in the Bishop Dowling wing, level 1, room D-173, this new Centre is centrally located on the Main floor of the Charlton Campus providing greater visibility and accessibility. It now replaces the 'Prayer Room' formerly located on the fifth floor of the Mary Grace wing.

People of all spiritual traditions and faith backgrounds, as well as those who do not subscribe to faith or identify with a particular spiritual tradition are welcome to use the Spiritual Centre for the purpose of quiet personal and/or spiritual reflection. Though everyone is welcome to continue to use the hospital chapel for reflection, we know that not all people may feel comfortable doing so in a chapel environment. As well, the chapel may at times be unavailable due to public rituals, such as Mass, and other planned religious or spiritual activities.

The Spiritual Care Department has plans to continue developing this space, though it will remain an impartial

space that will not be characterized by décor or furnishings. This will ensure a welcoming atmosphere for all people; regardless of faith or spiritual orientation. Alterations to the space will be in order to provide a secure and comfortable environment that promotes the appropriate use and purpose of the Spiritual Centre. The Spiritual Care Department appreciates your patience and understanding during the time it will require for developing the space appropriately. Plans are being made to have a formal dedication of the space.

If you have questions regarding the Spiritual Centre, please contact Gary Payne, Professional Practice Leader and Educator in the Spiritual Care Department at gpayne@stjoes.ca or ext. 32857. ●

Ask David & the Leadership Team

Q > I was wondering why we cannot use the Trading Post on our Outlook Email system as a true trading post? I feel that with a few guidelines, a moderator and a disclaimer posted this would also provide the St. Joe's community with a great tool. In this era of "waste reduction and reuse", this could be a way we could contribute to our greater community. Just a thought.

A > We agree that having an electronic St. Joe's Trading Post is a great idea and are currently working with our Information Services team to develop a secure, trusted, easy-to-use application that will be available internally. We are aiming to launch the St. Joe's xChange in the next few weeks in fact. Be sure to visit MyStJoes for more information, and a feature article to appear in an upcoming issue of Connections.



payday lottery winners

Payday Payouts!

March 14th, 2013
Courtney Roche
Surgical Transplant
\$6361.50

March 28th, 2012
Alfredo Falicoff
Physiotherapy
\$6345.00

St. Joseph's
Healthcare & Hamilton
FOUNDATION

connections

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Find **Quality** Here

Our Commitment to
Quality and Safety



Find **Change** Here

Transforming How
We Work



Find **Innovation** Here

Research and
Education



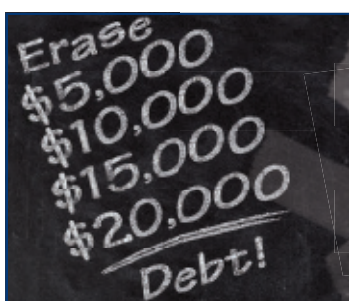
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Engaged People



Find **Interconnection** Here

Breaking Down Barriers



PayDay Plan

SIMPLE... AUTOMATIC...FLEXIBLE

FIND OUT MORE AT...paydayplan.ca

HMECU St. Joseph's Hospital Staff Branch
Room G1104 or call ext 32910
www.hmecu.com

HOURS OF OPERATION
Mon, Tues, Thurs, Fri...8:30am to 4:30pm
Wednesdays.....10:30am to 5:00pm
Closed Daily from..... 1:30pm to 2:30pm