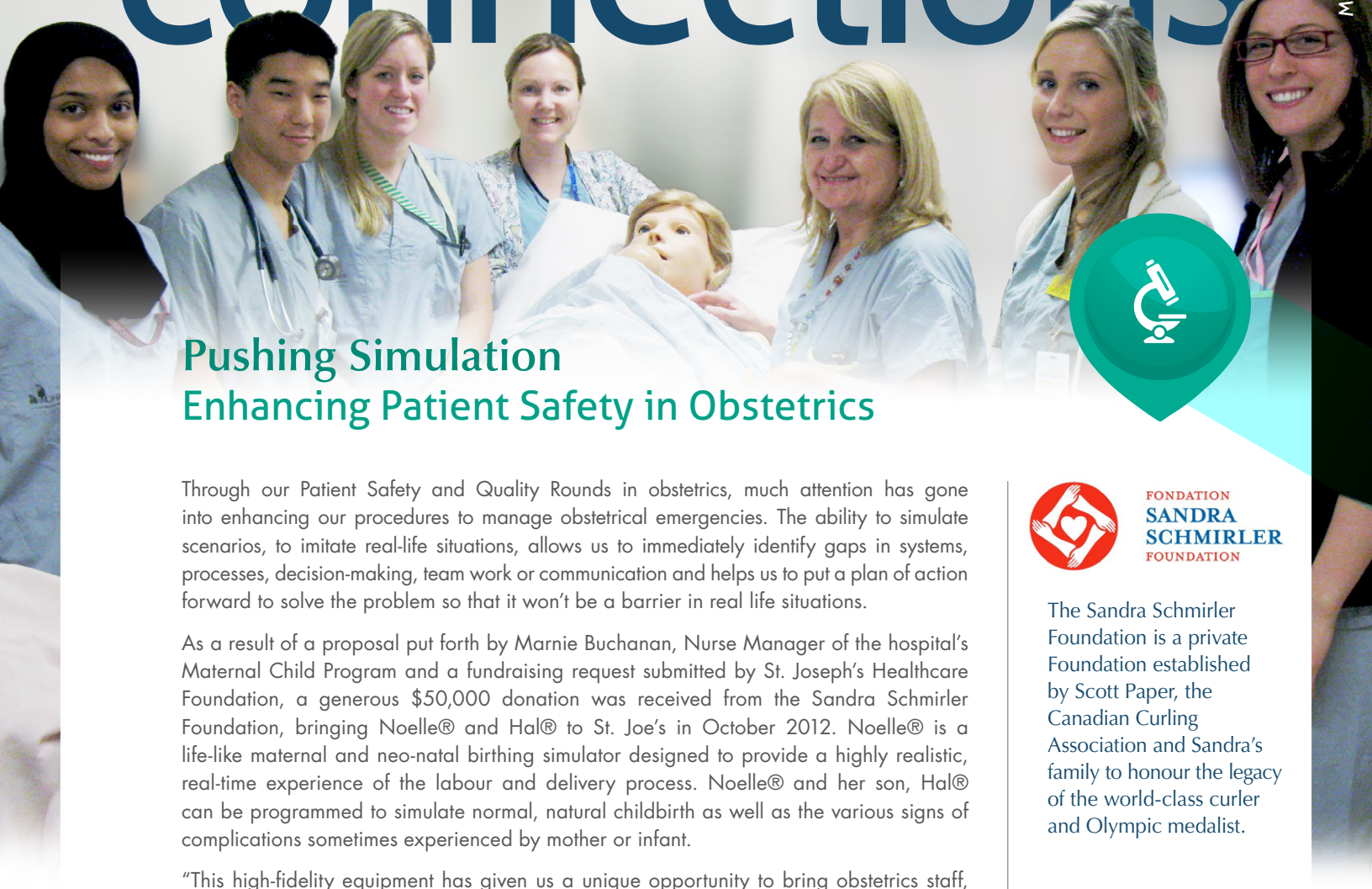


connections



Pushing Simulation Enhancing Patient Safety in Obstetrics



Through our Patient Safety and Quality Rounds in obstetrics, much attention has gone into enhancing our procedures to manage obstetrical emergencies. The ability to simulate scenarios, to imitate real-life situations, allows us to immediately identify gaps in systems, processes, decision-making, team work or communication and helps us to put a plan of action forward to solve the problem so that it won't be a barrier in real life situations.

As a result of a proposal put forth by Marnie Buchanan, Nurse Manager of the hospital's Maternal Child Program and a fundraising request submitted by St. Joseph's Healthcare Foundation, a generous \$50,000 donation was received from the Sandra Schmirler Foundation, bringing Noelle® and Hal® to St. Joe's in October 2012. Noelle® is a life-like maternal and neo-natal birthing simulator designed to provide a highly realistic, real-time experience of the labour and delivery process. Noelle® and her son, Hal® can be programmed to simulate normal, natural childbirth as well as the various signs of complications sometimes experienced by mother or infant.

"This high-fidelity equipment has given us a unique opportunity to bring obstetrics staff, nursing and our Neonatal Response Team together in a safe, realistic environment," says Julie Pace, Nurse Educator for the Women's and Infants' Program. "Video de-briefing always follows our simulation sessions which allows us to see ourselves in action and reflect on the event. This puts things into context because we can always identify when things didn't go as smoothly as we would have liked."

According to Pace, the team has already simulated hemorrhages and cardiac arrest involving the Code Blue team. In addition, they have also simulated emergency airway in our operating room and had our anesthesiologist teach our nurses about emergency airway procedures. "We are now using this equipment with the emergency department nursing staff on their role in the first few minutes of receiving a precipitous delivery and management of a non-breathing baby," says Pace. "Through inter-professional simulation education and teamwork, our nursing staff are enhancing their skills and at the same time increasing their confidence as integral members of the multi-disciplinary healthcare team." ♦



FONDATION
**SANDRA
SCHMIRLER**
FOUNDATION

The Sandra Schmirler Foundation is a private Foundation established by Scott Paper, the Canadian Curling Association and Sandra's family to honour the legacy of the world-class curler and Olympic medalist.



ABOUT THE PHOTO

Birthing Unit staff and Noelle®, St. Joe's new birth simulator purchased with funds from the Sandra Schmirler Foundation.

For videos and more pictures of the demonstration, see our [Foundation's website](#) for links to coverage by [Global TV](#), [Hamilton Spectator](#) and [CBC Hamilton](#).



From Physician Assistants (@CanadianPA)

"@STJOESHAMILTON We just followed and saw this! Congrats on 1000 [Twitter followers]! Dedicated to the #PhysicianAssistants working at SJH"

02 Feb 2013 10:15 AM

Inside this Issue...

Putting the pieces together
Baxter Corp. contributes \$250,000
Reviewing mixed-gender rooming

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p7

message FROM OUR president

Join us for our special Staff Forums as we roll out the results of our recent Employee Engagement Surveys.

King Campus

March 25th | 12-1:00pm
Kemp Auditorium

West 5th Campus

April 22nd | 12-1:00pm
Seminar Room

Charlton Campus

April 24th | 12-1:00pm
Frank Charles Miller
Amphitheatre

I would like to extend my appreciation to everyone who participated in our recent engagement surveys. Our overall response rate was well beyond benchmark for an organization of our size. This response rate truly demonstrates the commitment and dedication that each of you have to St. Joseph's Healthcare.

Having engaged people is of utmost importance to St. Joes and is one of the organization's key directions as part of our corporate Strategic Plan. We know that our staff have the power to guide us towards the goals highlighted in this plan but more importantly, it is our staff who will help us to create a workplace that values, supports and inspires us, and ultimately ensures that we care for our patients and live up to our mission. Your feedback will be used to identify our areas of greatest strength as well as areas of opportunity that we can work on together to improve the workplace environment.

In coming weeks, we will be sharing not only the results of these surveys on a unit and corporate level. Please stay tuned for a list of special President's Staff Forums where we will be sharing our results with staff.

Once again, thank you for your support and participation, and continue to welcome your comments or questions. ●

Dr. David Higgins



Our People: Living the Mission

DEBBIE MONETTE
Reg. N (Hemodialysis)

I work in Hemodialysis at the King Campus where both patients and staff park in the great outdoors. After the February 8th snow storm, the plows seemed unable to keep up to the snowfall that covered the walkway and dialysis parking lot. I was so revitalized at the generosity of my coworkers. It took just one to pull out a shovel from her vehicle to shovel the sidewalk from the patient parking lot to the dialysis entrance, to keep it clear for our patients. Everyone joined in once we realized that patients who ventured the storm for dialysis, were not able to get out of their parking spots after their treatment. The staff then began brushing snow from their vehicles and shoveling snow so they could get their vehicles out safely to go home. I must say I must commend our two Primary Care nurses who started the wave of generosity beyond their defined duties to meet the needs of our patients.

I will never forget the snow storm of 2013 and the light of humanity and generosity that it brought to our little dialysis satellite.



Voted one of Canada's Top 100 Employers

Here's one reason why...
Going beyond their role in the community, the hospital and its employees are great community citizens supporting local initiatives as well as an international outreach program that directs medical personnel, supplies and equipment to countries in need.



SHAPING our future together



Above are just a few of the words that will describe the new Margaret and Charles Juravinski Centre for Integrated Healthcare at the West 5th Campus.

St. Joseph's Healthcare Hamilton is one step closer to its vision of transforming how mental illness and addiction are viewed as the final countdown to operation in the new building at West 5th Campus begins.

To celebrate this occasion, St. Joseph's held an event to mark the next 365 days and to acknowledge the achievements of all those involved in the final days of planning, preparing and moving. Patients, staff, physicians, volunteers, board members and key stakeholders gathered on February 14, 2013 to celebrate how our future will be shaped together in the coming months and years.

Stop by the puzzle throughout the next year as it begins to take shape in the cafeteria at the West 5th Campus ●

Dr. David Higgins, President, St. Joseph's Healthcare Hamilton, opened by saying: "Today's event is the first of many celebrations we will be having over the next years as we countdown to a historic event for St. Joseph's – the opening of a centre that we believe will transform mental health care for patients in our community, and across the country."

Sister Anne Anderson, Chair of the Board of Directors of St. Joseph's Health System and Dr. Kevin Smith, CEO of St. Joseph's Health System also

participated in the festivities. Dr. Smith reminded the audience that the "planning for this integrated model of comprehensive care began 13 years ago."

During the next 365 days, working groups, committees, and leadership will bring their vision and all their work together to fully operationalize and move into the new building.

"We've commissioned a one-of-a-kind puzzle," announced Dr. Higgins. "It illustrates our connectivity and encourages integration. The puzzle has 365 pieces, and contains 365 words that exemplify what this new centre is – and will be. Over the next year, it will become the complete picture of what the Margaret and Charles Juravinski Centre for Integrated Healthcare will be known for."

At the close of the event, Dr. Higgins invited Sister Anne, Dr. Smith and Jennifer Armstrong, Chair of the Peer Support Council for the Mental Health and Addiction Program, to put up the first puzzle piece to mark the official countdown.



ABOUT THE PHOTO

RIGHT: Placing the first piece of the puzzle. From L to R: Sister Anne Anderson, Dr. Kevin Smith, Ms. Jennifer Armstrong and Dr. David Higgins.

LEFT: Patients, staff, physicians, volunteers, board members and key stakeholders gathered on February 14, 2013 to celebrate the future of St. Joe's West 5th Campus.



Out of Sight but Never Out of Mind



Volunteers at St. Joseph's Healthcare come to us from a wide variety of backgrounds and with a plethora of talents and skills that they love to share with our patients and families in the hospital.

However, did you know that we also have volunteers who are working just as diligently in their own homes to support our patients? We have talented volunteers who knit, crochet and quilt everything from baby hats to lap blankets.

Ann Jamieson is one such volunteer. Ann is in her early 90's and has been volunteering since 2006. During the past six years, she has spent over 7800 hours knitting hats for the babies born at St. Joe's. That equates to approximately 1115 hats!

Along with Ann, we have volunteers who crochet lap blankets given out to patients in various units through Spiritual Care. We also have a talented quilter who makes quilts for use by our Child Life Specialist, and a group of volunteers who helped to crochet dozens of cotton washcloths for dialysis patients at Christmas.

We want to thank each of these "invisible" volunteers for their generous contribution and support of the programs at St. Joe's. Even from the comfort of their arm chairs, they continue to embrace the idea that it is an honour to serve their community. ●

KARI ASTLES

Coordinator, Volunteer Resources Dept.

Volunteer Ann Jamieson has knitted the equivalent of 1115 hats for newborns!

A Note of "Thanks"

DEBY SOMERVILLE-PENNER & MAKAYLA PENNER
Pharmacy Assistant

It was once said that "Love and kindness are never wasted. They always make a difference. They bless the one who receives them and they bless you, the giver."

Many thanks to you all for your love, support and generosity. There are not enough words that can express my appreciation. Thanks to my fellow co-workers for all their hard work and dedication in planning a fundraiser for us during a time of need.

Blessings to you all. ●

Medical Staff Association recognizes exemplary work of St. Joe's Employees



Congratulations to Mary Kay Genessie. Child Life Coordinator in the St. Joe's Maternal Child Program. Mary Kay was recently chosen to receive the Medical Staff Association's quarterly Exemplary Service Award. This award recognizes St. Joseph's Healthcare employees who perform their everyday duties but provide added enthusiasm, compassion, initiative and skill, essentially going above and beyond what is expected of them on a daily basis.

Mary Kay, who started her career here at St. Joe's over 30 years ago is "honoured and thrilled to be recognized by her peers."

Congratulations Mary Kay. ●



ABOUT THE PHOTO

TOP RIGHT: Dr. Tamar Packer, Past President of the St. Joe's Medical Staff Association (L) presents Ms. Mary Kay Genessie with the Medical Staff Association's Exemplary Service Award.

Occupational Health & Safety Reminders

It's not too late to get your flu vaccine.

Join the majority and decrease your chances of getting the flu. The flu shot is also effective in decreasing the severity of symptoms. Please contact the Employee Health office at ext. 33344 (Charlton and King Campuses) or at ext. 36361 (West 5th Campus).

And don't forget...

For staff who wear an N95 respirator, legal requirements say you must be retested every two years. Please check your name tag badge (back) for date of last testing. To book your retest, please contact Occupational Health and Safety at ext. 33665.





Best Foot Forward:

Plan, Shop, Cook and Enjoy!

Did you know? The Dietitians of Canada conducted a survey and found that Canadians struggle with making healthier food choices in the grocery store. The focus of the 2013 National Nutrition Month Campaign is helping Canadians **plan** healthy meals, **shop** for nutritious foods and **cook** healthy recipes.

To watch videos on how to give your grocery cart a healthy makeover or get new recipes ideas, visit <http://www.dietitians.ca/Your-Health.aspx>

Stay connected throughout the month of March. Go to eatipster.com and sign up for the free i-Phone mobile app eaTipster which was created by the Dietitians of Canada. You will receive nutrition tips (that are backed by research).



Ask David and the Leadership Team

Q > The City of Hamilton seems to be considering a downtown location for a new casino. Why has St. Joseph's Healthcare been silent on this issue? Isn't it our responsibility as a community leader to speak out about this?

A > At St. Joe's, we pride ourselves on thoughtful engagement and have not been silent on this topic. Like other stakeholders, we were asked to submit our position the City's Medical Officer of Health. This position was submitted in preparation for the February council meeting. We were pleased to provide thought leadership on this issue, as we believe there are significant social and health issues associated with casino development to be addressed by health care leaders and service providers to help shape the council's decision. You can view a copy of our position statement on MyStJoes under "Information and Events".

Managing Kidney Disease Together

Thursday, May 9th, 2013
Royal Botanical Gardens

REGISTER TODAY

Call 905.522.1155 ext. 32167

- ✓ Understanding the complexities of pregnancy in the patient with kidney disease.
- ✓ Updating the initiatives and the direction of the Ontario Renal Network.
- ✓ Reviewing vascular access assessment and techniques.
- ✓ Discovering the challenges First Nations people face with contemporary medicine.
- ✓ Learning how to coordinate travel with Renal Replacement Therapy.
- ✓ Empowering patients to self manage their chronic disease.

Cost is \$75

To register or for more information, please contact 905.522.1155, ext. 32167



Dialysis Patients to benefit from new partnership with Baxter Corporation



ABOUT THE PHOTO

Dr. David Higgins, President of St. Joseph's Healthcare Hamilton; Mr. Rick Badzioch, Director of Clinical Programs, Nephrology; Ms. Sera Filice-Armenio, President of St. Joseph's Healthcare Foundation; Dr. Darin Treleaven, Head of Service, Nephrology; and Mr. Saurabh Popat, Director of Government Affairs and Public Policy for the Baxter Corporation.

St. Joseph's role as the regional centre for renal care is about to become more digital thanks to a generous commitment of \$250,000 from Baxter Corporation. A long-time supporter of the Hospital, Baxter recently began a new partnership with St. Joe's to help meet the unique health needs of thousands of patients in south central Ontario who rely on our Kidney and Urinary Program.

Baxter's gift will enhance St. Joe's research into home dialysis and allow the Hospital to develop new

digitally-enhanced education and patient training opportunities for both home and peritoneal dialysis patients.

On February 13, staff from Baxter, the Hospital and St. Joseph's Healthcare Foundation met together to officially announce the gift. "Baxter is dedicated to helping dialysis patients live well, feel well and do well on renal replacement therapy. With our shared mission to enhance the care of patients who are living with kidney disease, we are pleased to partner with St. Joseph's to drive innovation in home dialysis education and help empower patients with learning tools and coaching support to feel more

confident and supported to succeed," said Mike Oliver, General Manager, Baxter Corporation.

St. Joseph's Healthcare Foundation President and CEO, Sera Filice-Armenio, expressed gratitude to Baxter for their generosity. "We thank Baxter for choosing our Hospital to pilot such an innovative project that demonstrates our leadership and commitment to patient-focused care and research. This new investment in patient education at St. Joe's will surely touch the lives of thousands of dialysis patients we treat each year," she said. ●

Mixed Gender Rooming at SJHH: Next Steps

Last November, St. Joseph's implemented mixed gender rooming in the acute medicine and surgery units as part of a continued focus on improving patient safety and patient flow. Since that time, a team has been working to evaluate the protocol and understand and address any concerns raised by patients, families or staff. With few exceptions, the protocol has been widely embraced and highly effective in reducing patient transfers, emergency department wait times for admitted patients, and transfer-related workload for staff.

"Mixed gender rooming allows us to make sure we have the right patient, in the right bed at the right time," says Michelle Joyner, Manager, Patient Flow. "By transforming our approach to room assignment, we're providing a safer, more effective environment for care for our patients."

The decision to move forward with mixed-gender rooms was not a decision that was made lightly. It was

discussed at all levels of the organization, including in consultation with the hospital's ethicist. "Our commitment to treating patients with dignity and respect was front and centre as we considered moving to mixed gender rooming. Equally important though, is our focus on ensuring patients have timely access to care, and that they are protected from the inherent risks associated with increased transfers during their stay. Our evaluation over the past three months has shown that we've been able to uphold our patients' modesty, privacy and dignity in a manner consistent with our values as an organization."

Admission to a mixed gender room requires discussion with the patient (or their substitute decision maker) being admitted, as well as the other patients in the room. Before placement in a mixed gender room, patients will have the opportunity to understand their choices, and make a decision that meets their personal preference. "We want to make sure that every mixed gender room assignment is appropriate and safe," says Ms. Joyner.

More information on the Mixed Gender Protocol can be found in an FAQ on MyStJoes. ●



"Mixed gender rooming allows us to make sure we have the right patient, in the right bed at the right time"

Finding Ways of Enhancing the Patient Journey – From the Moment they Arrive at St. Joe’s



In the fall of 2012, a multi-disciplinary Signage and Way-finding Committee was created as a measure to improve and enhance the current way-finding strategy at St. Joe’s. Through a standardized approach to our corporate signage and way-finding process via the development of defined policies and recommendations, our ultimate goal is to ensure we meet best practice guidelines and enhance the patient journey in a manner that exemplifies our values and vision.

In order to capitalize on our

collective experience, Committee membership is well-rounded and includes a patient representative and individuals from numerous St. Joe’s programs and departments.

One of our first initiatives is to conduct patient way-finding simulations with volunteers from the community. Information collected from this experience will be used to initiate change and develop policy. Watch for our patient volunteers as they maneuver

through the complexities of our current hospital foot print!

Signage alone does not constitute a way-finding strategy, however and is an ineffective tool for many of our patients and visitors.

Therefore, there are other opportunities that can be incorporated into a corporate way-finding design. The scheme that provides our staff with the opportunity to “live the Mission” is to assist patients to find their way to their destination. This simple

gesture will provide you with immediate gratification and will validate what we already know – that St. Joe’s truly is a unique and special organization where it is an honor to serve our patients and visitors.

Look for more information on our progress in upcoming issues of Connections! ●

If you have specific suggestions or comments that you would like to share, please forward to [Jacqueline Milinkovic at jmilinko@stjoes.ca](mailto:jmilinko@stjoes.ca).



ABOUT THE PHOTO

From L to R: Dr. Kevin Smith, President and CEO, St. Joseph’s Health System; Dr. Stuart Pugsley, Respiriologist; Minister Deb Matthews; MPP, Ted McMeekin and a patient currently enrolled in the ICC.

Minister of Health and Long Term Care, Deb Matthews visited St. Joe’s on January 22nd

to get a closer look at a new pilot project aiming to streamline and coordinate patient care by providing them with a single point of contact from hospital to home. The Integrated Comprehensive Care (ICC) bundled care model, allows for an Integrated Care Coordinator to oversee the care of the patient and follow patients through the various care settings to ensure continuity of care, working collaboratively with all existing providers of care in the hospital and the community.

Patient enrollment began in March 2012 and includes patients undergoing a hip or knee replacement, patients receiving surgery for lung cancer and patients with a chronic disease.

To date, the impact of the program has been most pronounced in the reduced the length of stay for patients while in hospital, as well as a reduction in the percentage of patients visiting the emergency room visits after discharge.

payday lottery winners

Payday Payouts!

January 31st, 2013

Pamela Johnston
Acute Psychiatry
\$6396.00

February 26th, 2013

Cheryl Evans
Nursing Education
\$6351.50

February 14th, 2012

Peter Filice
Laundry & Linen Department
\$6391.50

St. Joseph's
Healthcare & Hamilton
FOUNDATION

connections

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Our Commitment to
Quality and Safety



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Research and
Education



Find **Community** Here

Engaged People



Find **Interconnection** Here

Breaking Down Barriers



St. Joseph's Hospital Staff Credit Union Branch

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