

connections



New Visiting Hours Allows Greater Access

Patients and Families Inspire Positive Change Through Personal Experience

On November 4, 2013, St. Joseph's Healthcare Hamilton launched a patient-centred initiative by expanding its Visiting Hours to take place from 9:00 a.m. to 9:00 p.m. daily on all inpatient units at Charlton Campus and West 5th Campus.

Hamilton resident Gary Halyk has a unique connection to the new initiative that has opened a twelve-hour span for loved ones to visit patients in the hospital. As a member of St. Joe's Patient and Family Advisory Council and a previous patient himself, Gary helped inspire this change is poised to positively impact our patients' experience.

"As part of the Patient and Family Advisory Council we looked at Visiting Hours from our personal perspectives as patients, and also as potential visitors who are maybe on shift work or coming from out of town," says Gary Halyk, Patient and Family Advisory Council Member. "When I had my operation I was in the hospital for week and I remember how good it felt to have my grandchild visit. I think visitors can help patients feel better and get better."

"This change has come as a recommendation from our patients and families. We hope to see this change improve our patients' overall experience."

Winnie Doyle

Vice President, Clinical Services

The new hours also align with St. Joseph's Healthcare Hamilton's aim to transform health care from a patient's perspective.

"Visiting loved ones are an important part of patient-centred care and they are also often our partners in care," says Winnie Doyle, Vice President, Clinical Services. "This change has come as a recommendation from our patients and families. We hope to see this change improve our patients' overall experience."

Our staff are also embracing the new hours with a patient's perspective. Peter Malcolm, a Registered Nurse at

our Charlton Campus thinks the new Visiting Hours will help build a stronger relationship between nurses and patients and this could improve overall patient outcomes. "I think this change will allow nurses to have increased communication with our patients and their loved ones, this will enable us to better collaborate on care plans throughout the patient journey," he says.

St. Joseph's Healthcare Hamilton's Patient and Family Advisory Council and its associated committees help shape the design, delivery and evaluation of health care services and programs. Recruitment for the council is currently open, and all patients and families who have experienced care at St. Joseph's Healthcare Hamilton are encouraged to consider joining. ●



To learn more, please visit www.stjoes.ca/PatientCouncil or call 905.522.1155 ext. 33275



St. Joe's Hamilton (@STJOESHAMILTON)

If you need a meaningful present for someone on your list, our new Gifts of Caring program has great choices!
<http://stjoesfoundation.ca/GiftsofCaring>

17 Oct 2013

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President's Message

Sister Anne Anderson, Chair of the St. Joseph's Health System recently noted that "...what we do for patients in our health system is so very important, but how we do it will be remembered for longer and is of equal if not greater importance".

It has been clearly shown that engaging patients and families in care plans dramatically improves outcomes for patients, improves their confidence in the treatment plans, resulting in better, more efficient and compassionate care. This is not as easy as it seems in a complex environment. It requires a rethinking of how we deliver care and how we create a system and cultural change that makes such an approach easier for all.

We know that real challenges can occur in transition of care and breaking down the barriers to

information transfer that occur between services, units and institutions is most important. Our nursing staff has undertaken a transformational project to formalize and standardize the Transfer of Accountability, where reports and safety checks are completed with each individual patient at the bedside as care is transferred. This is a key initiative and part of a much larger project to communicate effectively as patients move across the system. I sincerely thank them for their commitment to this key safety initiative and cultural change. A second, linked initiative is the extension of Visiting Hours at Charlton and West 5th Campuses as a result of recommendations from our patients and families. When we offer our patients' loved ones a warm welcome

when they visit, it echoes our collective aim to revolve care around our patients' needs.

In order to put our best foot forward when caring for our patients, all of us at St. Joe's need to care for our own health and wellbeing. Being named one of Canada's Top 100 Employers for the fourth year in a row shows that we're placing the right emphasis on caring for our care providers. While we have much to do, we will build upon these key initiatives.

It is not easy to work in health care, but every day I'm inspired by the creativity, generosity, kindness and thoughtfulness of our staff as we work to wrap care around each individual patient. ●



Dr. David Higgins

Ask David and the Leadership Team

Q. Everywhere you drive around the Charlton Campus staff are smoking out in front. It doesn't portray the hospital as a place of healthcare and healthy living. Is there anyway to clean up this poor first impression and move smoking to somewhere covered and hidden?

A. Thank you for your question and concern in regards to

staff smoking out front of our hospital and the image it portrays.

The health hazards of tobacco use are well established and recent evidence of the effects of passive smoking indicate increased health risks to non-smokers. As a hospital charged with the care of a broad spectrum of patients, and as a major employer committed to employee health, it is imperative that we provide a healthy environment for our patients, staff, volunteers and visitors.

The Smoke Free Ontario Act mandates that smoking is prohibited within a 9 metre radius of any entrance or exit

of a hospital. Our hospital is committed to promoting a healthy lifestyle and facility for all of our patients, staff, and visitors which includes the extension of Smoke Free Ontario Act to a complete smoke free environment for all of our properties (SJH Tobacco Free Policy 022-ADM).

There are no violations if people are complying and smoking off our property as the sidewalk is city property. During our proactive smoking awareness walkabouts we have been continuing with our smoke free message to patients, staff and visitors

and also thanking them for complying. We have also encouraged people to smoke on the sidewalk located on St. Joseph's Drive as this is furthest from our main entrance with less traffic. The hospital is not able to provide a covered shelter as there are several mandated guidelines and restrictions under the Smoke Free Ontario Act.

Please feel free to contact security at the respective site via switchboard if you witness any concerns with smokers on our property. ●



SHOP
Worry Free...

Getting Squeezed by High Interest Credit Cards?
The
Stocking Stuffer Loan **7.49%**
features a Low Rate of

Fixed, guaranteed rate for 1 Year.





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

St. Joseph's Healthcare Hamilton named one of Canada's Top 100 Employers for 2014

On October 21st St. Joseph's Healthcare was named one of Canada's Top 100 Employers for the **fourth year in a row!** Thousands of employers take part in each year's application process and St. Joseph's Healthcare Hamilton was named as one of only three hospitals across the country to receive the coveted title.

What makes St. Joseph's Healthcare Hamilton a great place to work?



DEBORAH SCHUBERT

Vice President
People and Organization Effectiveness



We are very proud to be recognized as one of Canada's Top 100 Employers for the fourth consecutive year. All of our team members at all three Campuses have created this amazing culture where we all want to be and where we can all be our best. This win reflects our collective engagement and I'm very honored to be a part of it.

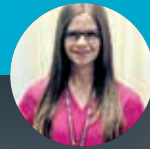


CINDY LEITE

Nurse Educator
King Campus



The spirit of St. Joe's is unique. A place that joins innovation in its mission of compassion and respect that have been engrained by the Sisters of St. Joseph and it is an honour to carry on their legacy. The employees treat each other and patients as extended family and St. Joe's empowers their employees to be leaders with education and training opportunities. I always express to new nurses that St. Joe's is a great place to grow!



JESSICA LASKOWSKI

Registered Nurse
Acute Psychiatry Unit, West 5th Campus



I love coming to work in the morning because the culture is so positive. My manager is motivating and the team I work with has great communication and is very patient-oriented.

I have a real sense of connection with patients and at the end of the day that is what I find so rewarding.



ELROY PIRES

Porter
Charlton Campus



St. Joseph's has a great group of staff that are enjoyable to work with, I feel that there is a great team work environment.

Helping care for our patients in my role as a Porter is very rewarding; I focus entirely on their safety and health throughout their journey.

This award announcement also coincides with the launch of the new Careers website. Job seekers and current staff are encouraged to visit www.JoinStJoes.ca to learn why St. Joe's is a great place to work and to access information about upcoming opportunities. ●

Another reason why we're one of...



Transfer of Accountability Teaming Up for Patient Safety

November marks the end of phase one in the new Transfer of Accountability process at St. Joseph's Healthcare Hamilton's Charlton Campus. Not only will staff continue to transfer critical information at shift change, they will be giving patient reports using a standardized process and performing a bedside safety check. The addition of the bedside safety check with nursing report was developed in collaboration with nurses from many different specialties.

Every day at 7:00 a.m. and 7:00 p.m. when our inpatient units have their nursing shift change, this standardized nursing report and bedside safety check will be completed at the bedside. The goal of this process is to include patients in this communication exchange, reduce the

potential for errors, and improve overall communication.

Stephanie Bear, RN is a nurse on the unit at Charlton Campus that completed the pilot project and recounted the experience as difficult at first, but then quickly began to see the value in it. "We all thought it might mean having to do our reporting twice. After two weeks of getting used to the new process, it became easier and took the same amount of time," says Stephanie. "It also gives us a chance to further connect with patients and their families, especially going into the night shift."

This is not the first time St. Joseph's Healthcare Hamilton has attempted to coordinate an

initiative of this kind across all inpatient units. The difference this time is that we're having an organization-wide dialogue about the value of this process how it will ultimately benefit our patients.

"Understanding how our bedside checks can further instill in patients a feeling that their care is connected has helped make the beginning transition easier for many of our front line staff," says Linda Gandy, RN and Nurse Educator at Charlton Campus who has helped inpatient units find the best way to make the new process part of their routine. "It's been fantastic seeing our nurses support one another in order to achieve the new process of a standardized and streamline



Stephanie Bear RN and Jacqueline Brignall RN were part of the first unit to adopt the new Transfer of Accountability process.

report with a bedside safety check. Ultimately this makes for a safer patient experience—and that's why we're doing it." ●

Have questions about TOA? Contact:

Brent Watson RN
Patient Safety Facilitator
ext. 33646

Linda Gandy BA, RN, BScN, CNCC(C)
Clinical Nurse Educator
ext. 32010

From the Inside, Out

Diabetes

Treatment and Education at
St. Joseph's Healthcare Hamilton



According to the Canadian Diabetes Association, more than **9 million Canadians are living with pre-diabetes or Type 1 or 2 diabetes.** With November

being Diabetes Awareness Month,

we've profiled programs, services and research at St. Joseph's Healthcare Hamilton pertaining to this disease.

Read on to learn about how our St. Joe's team is helping to treat those in our community with diabetes and educate our people about preventative measures to help care for the care provider. Lastly, we take a microscopic look at the disease by covering a home grown scientific breakthrough.






In The Community

If you have been diagnosed with Type 1 or Type 2 diabetes or told by your physician that you are developing pre-diabetes, St. Joseph's Healthcare Hamilton's Adult Diabetes Program can help.

We have one of the largest Adult Diabetes Programs in the region, with two locations to serve and educate the community, serving over 3,500 clients and families.

The program focuses on self-management by supporting people who want to make healthy lifestyle changes by offering the following:

-  One-on-one counseling sessions with a Registered Dietitians, Registered Nurses and a Social Worker that have special training in caring for people with diabetes.
-  An exercise program is available at the King Campus tailored for people with diabetes and supervised by Exercise Specialists.
-  Free group education sessions to registered clients and guests on a variety of topics such as, Eating Less Salt in Your Diet and Managing Insulin. ●

For more information about St. Joseph's Healthcare Hamilton's Adult Diabetes Program call 905.573.4819 or visit online at www.stjoes.ca/DiabetesProgram

Employee Wellness Program

During Diabetes Awareness Month, the Employee Wellness Program encouraged staff to take time out during their lunch breaks for a healthy dose of exercise and education.

Exercise

Thirty minutes of physical activity daily can drastically help reduce the risk of developing Type 2 diabetes. Looking to add a new element to your fitness routine? November marked the first Tai Chi class provided free to staff as part of our Employee Wellness Program. Join us every Thursday at 5:00 p.m. at the Wellness Centre, G121, Charlton Campus to participate.

Education

Our staff took time over their lunch hour to care for themselves and participated in a Diabetes Awareness Workshop. The lunch hour seminar focused on diet and lifestyle supports that can help to prevent and manage diabetes. Ongoing education sessions on a variety of topics are offered throughout each month. Visit the Wellness Program on MyStJoes for more information or email, Wellness@StJoes.ca



Our Researchers Reveal Genetic Link to Diabetes

Diabetes

Treatment and Education at St. Joseph's Healthcare Hamilton



Researchers at St. Joseph's Healthcare Hamilton are now looking into **how our genetics play a key part in the development of insulin resistance**, which is a precursor to Type 2 diabetes in overweight adults.

From his research lab in downtown Hamilton, Dr. Rick Austin and his colleagues are studying how a specific gene called TDAG51 affects insulin resistance in humans with the help of mice.

TDAG51 is a gene found in humans as well as mice and has been studied at St. Joseph's Healthcare Hamilton in relation to cancer cell development and heart disease. During these studies, mice without the TDAG51 gene did not get cancer, but what researchers found was that they began to gain weight. Further to this, these same mice became resistant to insulin.

"In our study, genetically modified mice that do not express the TDAG51 gene were generated. These mice did not get cancer. However, we did find that they gained weight and became insulin resistant following aging," says Dr. Rick Austin, Amgen Canada Research Chair in Nephrology at St. Joseph's Healthcare Hamilton. "We now know that this can regulate the progression of Type 2 diabetes."

The study has determined that when the TDAG51 gene is missing in the livers of mice, the liver cells were more likely to become fat cells – regardless of weight gain or type of diet they were fed – which then led to insulin resistance. Even more interesting is that normal mice that expressed the TDAG51

"Based on our findings, TDAG51 is potentially a genetic marker for a pre-cursor to diabetes. This could make screening for diabetes possible."

Dr. Rick Austin

gene in the liver did not develop insulin resistance under the same conditions. Diet also seems to play an important role in this process. Normal mice fed a high fat diet have dramatically reduced levels of TDAG51 in the liver and this directly associates with the development of insulin resistance.

"Based on our findings, TDAG51 is potentially a genetic marker for a pre-cursor to diabetes. This could make screening for diabetes possible. In addition, if we can determine how to keep normal levels of TDAG51 in the livers of adult humans, it could reduce insulin resistance and possibly reverse Type 2 diabetes," says Dr. Austin.

Dr. Austin's team is now testing to see if they can increase the levels of TDAG51 in the livers of mice with insulin resistance to reverse the outcome, which could lead to a new treatment for human patients with Type 2 diabetes.

The entire study was published in *Diabetes: A Journal of the American Diabetes Association* this year. The study was led by Dr. Rick Austin, Amgen Canada Research Chair in Nephrology, and completed by his research colleagues at St. Joseph's Healthcare Hamilton's Charlton Campus in affiliation with McMaster University. Dr. Austin and his research team are now looking into new ways this breakthrough will positively impact patient care to help those with Type 2 diabetes. ●



Dr. Rick Austin, Amgen Canada Research Chair in Nephrology at St. Joseph's Healthcare Hamilton



National Addiction Awareness Week November 18-24

Did you know?

As of April 1st 2013, the operation of the Men's Withdrawal Management Centre (MWMC) shifted from Hamilton Health Sciences to St. Joseph's Healthcare Hamilton. This transition of the existing MWMC structure has changed to support the continuum of care for our patients and community and fits alongside with the care received through the Womankind Addiction Service centre. The focus and expertise of adult mental health and addiction has been concentrated under one organization with all patient care, research and education for both men and women within our community.



Gifts of Caring

from St. Joe's
Perfect to give and to receive!



Fund
Innovative
Mental
Health
Therapies:
\$75

As the holiday season quickly approaches, are you wondering what to buy the challenging people on your gift list? Or does the thought of another well-intentioned gift from a certain relative have you worried? This year, St. Joe's Foundation can simplify your gift giving traditions while also helping to support the Hospital's patient care and research programs.

Gifts of Caring is also perfect to include on your own wish list, making it clear that tacky ties and velvet paintings are not among your choices this year.



Keep a
Newborn
Baby Cozy:
\$50

The Foundation's new online Gifts of Caring program gives you many options for symbolic gifts that benefit programs here at St. Joe's. This is a stress-free way to choose gifts from the comfort of your home, knowing that each present you buy is also a gift to our patients and their families.

Starting as low as \$30 to help equip a research lab or \$40 to help the Dialysis Patient Comfort Fund, there are gifts for every budget. For meaningful gifts that kindle a warm glow of goodwill, look no further than our own Foundation! Don't let the Ghost of Past Gifts make your holiday season stressful!

Find gifts like these
and more online!

Visit [stjoesfoundation.ca / GiftsofCaring](http://stjoesfoundation.ca/GiftsofCaring)

We're **Better Together** – like hot chocolate and marshmallows.



Our first ever joint campaign for the United Way and St. Joe's Foundation is flying by! On October 16 we kicked off the campaign with cookies and milk but autumn will soon be gone and the campaign will close on November 29. Don't get left out in the cold and miss your opportunity to make a contribution to the Better Together Campaign!

We hope you enjoyed dressing up for the very fun 'Back in the Day for United Way' event on

October 31st and the entertaining Family Movie Night on November 21st. And congratulations if you've won one of the campaign prizes!

St. Joe's staff has been donating steadily to bring us closer to our goal of \$40,000 – we are now over \$27,000! If you haven't made a donation yet, this is a great opportunity to support the region where we live, work and raise our families.



United Way
Burlington &
Greater Hamilton

St. Joseph's
Healthcare & Hamilton
FOUNDATION

*Believe that every gift matters. Believe that every donation can make a difference.
And know that we truly are **Better Together**.*

2013 Exemplary Service Award Winner

Patricia Uchima Salinas within Environmental Services at the West 5th Campus is the 2013 Exemplary Service Award Winner. This award is presented on a quarterly basis by the St. Joseph's Healthcare Hamilton (SJHH) Medical Staff Association and recognizes support services staff members who have performed above and beyond in their regular everyday roles here at St. Joe's. ●



Dr. Gary Chaimowitz, President, SJHH Medical Staff Association, presents this award to Patricia.



Find Quality Here



2013 Father Sean O'Sullivan Research Award Recipients

Research Administration understands the importance of investing in the future of research with providing award funding for students and fellows. We are pleased to announce the following recipients of the 2013 Father Sean O'Sullivan Research Award Competition. These young researchers work under the supervision of a St. Joseph's Healthcare investigator as an integral part of their research teams.



Dr. Christopher Coroneos

Studentship

Clinical Epidemiology, Knowledge Translation
Under the supervision of Dr. Achilleas Thoma



Mr. Minesh Kapadia

Studentship

Systems and Behavioural Neurosciences; Neuroimmunological Disorders
Under the supervision of Dr. Boris Sakic



Dr. Steven Smith

Post-doctoral Fellowship

Pharmacological Modulation of Eosinophil function
Under the supervision of Dr. Roma Sehmi

St. Joe's ranks as one of Canada's Top 40 Research Hospitals

For a third consecutive year, St. Joseph's Healthcare Hamilton has been listed as one of Canada's Top 40 Research Hospitals!

"This recognition exemplifies our continual dedication and work towards our ultimate goal of being able to provide advanced medical therapies that will improve patient care as well as the health of our local and global communities. As an academic health sciences centre and hospital affiliated with the Faculty of Health Sciences at McMaster University, our research continues to focus within the areas of clinical science, mental health, nephrology, and respirology, as well as critical care and many other clinical areas," says

Dr. Mark Crowther, Vice President Research, St. Joseph's Healthcare Hamilton. "This ranking as one of Canada's Top 40 Research Hospitals recognizes the hard working, internationally renowned scientists, investigators and clinicians at St. Joe's who bring an innovative spirit to our facility every day." ●



For more information about Research at St. Joseph's Healthcare Hamilton, visit us online at www.StJoes.ca/Research



Patients' Choice Awards Hamilton

Call for Physician Nominations!

Does your family physician or specialist exemplify exceptional patient care and leadership?

We want to hear your stories that highlight your positive experiences with your physician or specialist.

To submit your stories, visit
www.PatientsCanada.ca/Nominate



Or mail to
Patients Canada
3560 Bathurst Street West
Toronto ON M6A 2E1

**Deadline for
Nominations**
January 6, 2014

St. Joseph's Healthcare Hamilton FOUNDATION payday lottery winners

October 11, 2013	October 25, 2013	November 8, 2013
Mark A. Jones Medical Device Reprocessing Charlton Campus \$7,609.50	Maria Kowalchuk Cardiology Charlton Campus \$7,588.50	Rachelle Plummer Emergency Charlton Campus \$7,483.50

connections

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GIVING TUESDAY

SAVE THE DATE DECEMBER 3, 2013

[stjoesfoundation.ca/
giving-tuesday-for-st.-joes](http://stjoesfoundation.ca/giving-tuesday-for-st.-joes)

December 3rd is Giving Tuesday in Canada! Support patient care at St. Joe's by texting GTStJoes to 20222 for a donation of \$10 to our Foundation!



Find Quality Here
Our Commitment to Quality and Safety



Find Change Here
Transforming How We Work



Find Innovation Here
Research and Education



Find Community Here
Engaged People



Find Interconnection Here
Breaking Down Barriers



Find Philanthropy Here
Supported Growth

Mock Patient Move

Staff at the West 5th Campus are encouraged to clear out records that are no longer needed or have reached their legal destruction date.

To ensure that the patient move day is safe and efficient, patient move leads Larisa Volman, Director of Nursing Practice, Mental Health and Addiction, and Sharon Simons, Manager of the Mood Disorders Program, have planned a mock move for January 15 that will allow them to test their detailed plan in advance.

“The mock move will involve all the internal parties and external agencies that will participate on the actual move day,” explains Sharon. “We’ll have the full volume of support people, just without the patients. We’ll be testing everything from the routes we have laid out, to the timing of the move and more.”

Consultation with staff has been an important part of developing the patient move plan. Sharon

and Larisa have created a tool to help develop an inventory of distinct protocols for all the different support services and departments involved in the move.

“The inventory is designed to help transition leads work through all the steps involved in this exciting process,” says Larisa.

The inventory process will help determine exactly how many people are needed, and the roles people will fill for move day. For the inpatient units, transition leads will also provide the number of patients and the number of clinical staff required to move them safely. This will be a living document that is updated regularly until the real move day, to ensure an accurate account of required resources.

According to Sharon, the patient move plan is highly based on patient needs. “The way we determine the number of staff required to move a unit is by looking at the clinical needs of individual patients and then matching resources to those needs.”

Larisa and Sharon have also been working closely with Health Care Relocations (HCR), who will be responsible for the move from the existing facility into the new one, including patients, furniture and equipment.

“HCR has moved over 100 hospitals in North America and they have a lot of expertise to offer to the planning process,” says Larisa. “We are confident this move will be smooth, exciting and memorable. We’d also like to thank everyone who has been engaged in this process for their contributions and commitment to patient care.”

If you have a question about the mock patient move or about the plan for February 9, contact Larisa at lvolman@stjoes.ca or Sharon at ssimons@stjoes.ca.

MARK YOUR CALENDAR:

December 6, 2013Key Handover Ceremony

December 10, 2013General training for staff begins

January 11, 2014Staff Open House: Staff are invited to bring their family members for a tour of the new building

January 18 & 19, 2014..Community Open House

January 23, 2014Grand Opening (Note: New date)

February 9, 2014Patient Move Day

Fall 2014.....Completion of Grounds/Parking & Final Move

WHAT'S HAPPENING NOW?

- Landscaping work in all the courtyards is complete
- The testing of the emergency generators was successful
- The gymnasium floor is ready for the final coat of paint
- Sod is ready to be laid on the pedestrian plaza at the corner of West 5th and Fennell Avenue
- 90% of the exterior and courtyard lamp posts have been installed

MRI Delivery

On October 10, St. Joe's celebrated another milestone in the redevelopment of the West 5th Campus as the new MRI scanner was delivered to the site. The MRI, an Optima MR450w, was lifted by crane and lowered into the new building through an air shaft.

The device will be part of a suite of diagnostic services incorporated into the design of the new facility, also including services such as x-ray and ultrasound.

The inclusion of these diagnostic services at the West 5th Campus will enhance access and reduce wait times for MRI scans in the communities we serve. The first MRI scan at the West 5th Campus is anticipated to take place on February 18, 2014. There will be an estimated 3,100 exams per year, including roughly 115 inpatient exams.

Diagnostic Services at the West 5th Campus will operate Monday through Friday, from 8 a.m. to 4 p.m. Patient appointments can be made through St. Joe's regular MRI booking protocol.



The MRI was lowered into a temporary shaft, just outside the Main Entrance to the new building, off of West 5th Street.

PHOTO GALLERY



Outpatient Clinic Reception Area



Gymnasium



Atrium, Level 1



Inpatient Dining Room, Orchard Wing