

## connections

DECEMBER • 2014

# In Our House

One in five Canadians will experience a mental health problem in their lifetime. Sixty percent of people who live with mental illness or addiction do not seek treatment for fear of being stigmatized.

*How can we ensure there is no stigma at St. Joe's?*

*How can we transform the patient experience to ensure that those we serve have access to kind, compassionate care for the mind, body and spirit?*

A hospital-wide Anti-Stigma Campaign was launched on November 25th and 26th that asked staff, physicians, learners and volunteers to gather at each campus and pledge to live stigma-free. As part of this campaign, we commit to rethinking the impact of our actions and beliefs of those entrusted to our care. We will encourage and inspire others to reject the stigma of mental illness and addiction for generations to come.



Staff from all three Campuses gathered to reject stigma at St. Joe's.

*"We have a significant opportunity to be provincial leaders in this work – to break down the barriers that traditionally exist between mental and medical health care, to challenge the stigma our patients with mental illness or addiction have experienced here,"*

adds Dr. David Higgins, President. "So that in the future we can proudly proclaim that every person we see is treated with the same compassion, dignity and respect that are the hallmarks of our care."

In October, St. Joe's staff, physicians, volunteers and learners were invited to participate in the Opening Minds survey, created by the Mental Health Commission of Canada. With over 2,000 surveys submitted, St. Joe's represents the largest sample of results that the Mental Health Commission has received from a single organization – a clear indication that the St. Joe's community is engaged in our mission to ensure there is no room for stigma. ●

For more information visit: [stjoes.ca/reimaginecare](http://stjoes.ca/reimaginecare)



**CBCHamilton** @CBCHamilton • Nov 24 2014

@STJOESHAMILTON's Womankind  
Addiction Services celebrates 10 years saving  
lives in #HamOnt

## re·define ENGAGEMENT

Engagement survey prize winners received one paid day off. Congratulations Larissa Gould (NRT), Katherine Hung (Pharmacy) and Lisa Ciancone (Parking).



LINDA GANDY  
NURSE EDUCATOR

ANGELA GREITER  
NURSE EDUCATOR

SANDRA IRELAND  
DIRECTOR, NURSING PRACTICE

DR. FRED BAXTER

# Patient Safety Superheroes

## Introducing the League of Early Infection Detectors

They walk among us every day at the bedside on inpatient units, assessing patients frequently with utmost care, looking for early signs of serious infections.

Sepsis is a serious, life threatening infection that can quickly take the life of even relatively healthy patients. For any patient, especially those with existing chronic illnesses, a high fever and fast heart rate can quickly accelerate into a dire situation if left unchecked.

To combat this enemy infection, Dr. Fred Baxter teamed up with Nurse Educators Linda Gandy and Angela Greiter to combat sepsis organization wide. With the guidance of Sandra Ireland, Director of Nursing Practice they have brought awareness to the importance of early detection and treatment of sepsis at our Knowledge Translation Days this past fall.

"We looked at the literature and became determined to do much better at identifying sepsis early," says Angela Greiter, a

Nurse Educator with a personal experience with sepsis. "With sepsis, time is life. When we catch it early, it's like spotting a spark and preventing a raging forest fire."

Sepsis can occur on any unit at any of our three campuses, which is why Dr. Baxter formulated a new order set for sepsis for inpatient units, complementing the one already used in our Emergency and Urgent Care Departments.

The perfect combination of skills and strength make up the League of Early Infection Detectors. Our units are full of others just like them, carefully monitoring for signs of infection at the bedside and acting at the speed of light. ●

Learn more about the education and corporate initiatives lead by the The League of Early Sepsis Detectors on MyStJoes.

WHAT IS  
Better**Health**  
Better**Experience** ?

Everything you do to improve the health and experience of our patients at our hospital adds up. We're building a culture of continuous improvement that extends far into the future – well after Accreditation has ended. Look for the Better Health, Better Experience wordmark for updates on our progress.



# Enhancing Care for Patients with Chronic Obstructive Pulmonary Disease in the Community

**D**o you know what Chronic Obstructive Pulmonary Disease (COPD) is? COPD, which includes emphysema and chronic bronchitis is a progressive lung disease primarily caused by smoking. The Ontario Lung Association estimates that 850,000 people in Ontario have COPD. It is also a leading cause of emergency department visits and hospitalizations in the Hamilton, Niagara, Haldimand, Brant (HNHB) Local Health Integration Network (LHIN) and across Canada.

St. Joe's Respiriologist Dr. Gerard Cox along with Ms. Winnie Doyle, VP Clinical Programs and Ms. Laura Wheatley, Project Manager, HNHB Caring for My COPD Program have successfully led the development of a new LHIN wide community program for patients with COPD called, "Caring for my COPD." This program was created in partnership with the North Hamilton Community Health Centre with funding from the HNHB LHIN. Caring for my COPD has four locations: Brantford's Grand River Community Health Centre, North Hamilton Community Health Centre, Niagara Falls Community Health Centre and Welland's Centre de Sante Communautaire, where both English and French speaking clients are welcome.

Caring for my COPD offers a 10-week program that "provides education, exercise and support from a Certified Respiratory Educator (CRE) and a team of health care providers (social worker, physiotherapist, kinesiologist, occupational therapist, dietician, and psychologist) that aims to help patients better manage their health condition at home," explains Laura Wheatley. "This program was designed in partnership with patients who have COPD and graduates of the program play an integral role in supporting new clients."

Patients admitted to St. Joseph's Healthcare Hamilton for a flare up of their COPD will be asked if they would like to be referred to Caring for my COPD at North Hamilton Community Centre.

*"The program is based in communities outside of hospitals that offer a very welcoming alternative and more accessible service for our patients," states Dr. Gerard Cox.*

This program aims to reduce hospital readmissions and emergency department visits and to provide patients with the resources to manage their COPD at home to live longer, healthier lives.

If you or someone you know has COPD and might benefit from this program please speak to your family doctor or a respirologist for more information. A referral is necessary to access Caring for my COPD. ●



**NorthHamilton**  
Community Health Centre

For more information please contact:

Cathyann Hoyle, Caring for My COPD Coordinator  
North Hamilton Community Health Centre  
Address: 438 Hughson St. N  
Hamilton, ON L8L 4N5  
Tel: 905-523-6611 Ext. 3060



## Setting the Standard for Safety



The Ontario Fire Marshall's Office (OFM) has mandated that on a yearly basis all Ontario hospitals conduct a fire evacuation drill that is observed and documented by local Fire Prevention Inspectors. Congratulations to Waterfall 2, West 5th Campus and 7-Muculoskeletal (MSK) Unit, Charlton Campus for their participation in safe and efficient evacuation drills.

Each unit simulated the fire event taking place at 2:00 a.m. representing lowest staffing complement. Waterfall 2, evacuated twenty-four patients (23 ambulatory, and 1 full assist; 3 patients simulated by staff) in **10.54 minutes**; 7-MSK evacuated 18 simulated patients (16 non-ambulatory-full assist, and 2 ambulatory) in **5.9 minutes**. At no time was patient care disrupted and the drills were well received by our patients and their families.

St. Joe's set the standard in Hamilton by being the first hospitals to complete the mandatory evacuation drills ahead of the provincial deadline. This is another example of St. Joe's ongoing commitment to patient and staff safety along with its firm support in Emergency Preparedness. The success of each evacuation drill clearly illustrates the remarkable teamwork that assured two successful outcomes. ●

## St. Joe's Receives Quality Healthcare Workplace Award



St. Joe's is proud to announce that our organization is the recipient of a Silver Quality Healthcare Workplace Award (QHWA) from the Ontario Hospital Association in partnership with the Ministry of Health and Long-Term Care's Health Force Ontario. This prestigious award is a testament to our organization's commitment to a broad spectrum of policy and programming initiatives that support the overall well-being of our St. Joseph's Healthcare Hamilton community.

Participating for the first time, our organization was compared along with others against a rigorous set of criteria that covered all major aspects of a healthy, high-performing healthcare workplace. St. Joe's excelled in this competition. As we celebrate this award, we continue to be inspired by each other to create a quality, healthy workplace that supports our staff's well-being so that we can provide better experiences for our patients. ●



Dr. David Higgins, President, Marlene Hall, Director of Human Resources, Betty Kenney, Manager of Benefits and Wellness and Kate Goodwin, Wellness Coordinator accepting the Quality Healthcare Workplace Award.

## Becoming Environmental Stewards: Diverting **50%** of our Waste from the Landfill

**365**  
DAYS OF GREEN

St. Joseph's  
Healthcare  Hamilton

Environmental Co-Operative  
(ECO) Program

This past spring, St. Joe's proudly announced our achievement of a Bronze score in the Ontario Hospital Association's (OHA) Green Hospital Scorecard. Pitted against our peer organizations, our Bronze score was achieved in part by our waste diversion rate of 45%. This year St. Joe's committed to environmental stewardship by increasing our recycling and organics significantly. At the end of the 2014 calendar year we now hold a 50% rate of waste diverted from the landfill.

### How to Recycle in Your Work Area

Recycling success is achieved by using a blue recycling bag liner. Blue bags are used to ensure our waste handlers are able to tell a regular garbage bag apart from a bag of recyclable materials. To recycle in your area, you may need to purchase new receptacles. If you already have multiple waste receptacles in your area, you can convert your existing black, grey or beige garbage bin into a recycling bin by using the blue bag liner.

**NOTE:** *The blue bag liner guarantees that your recyclable material is disposed of properly.*

### What to Recycle

At St. Joe's we have single-stream recycling. This means that papers, plastics, metals, glass, etc. can be combined into the same blue bag, making recycling at St. Joe's easy. Once the recycling leaves our facility the materials are sorted by type and reprocessed into new materials. ●

To learn more about St. Joe's recycling initiatives and to access our recycling posters:

MyStJoes » Corporate Initiatives »  
Environmental Co-Operative (ECO) Program



Environmental Co-Operative (ECO) Program interns sorting waste at St. Joe's Charlton Campus.

## Toyota Canada Brings Cars and Caring Together



What started out as a partnership for quality improvement has transformed into a mutual commitment to the health of our community. Toyota Motor Manufacturing Canada, one of the world's leading car makers, recently invested in our world-class Hospital through a \$25,000 gift to St. Joseph's Healthcare Foundation.

\$13,000 of Toyota Motor Manufacturing Canada's donation will support St. Joe's nurses who are pursuing their Canadian Nurses Association (CNA) Certification. This credential is open to nurses with at least two years of clinical experience, who meet the CNA's criteria and succeed in the continuous learning and exam-based testing requirements. Scholarships in the amount of \$500 will be granted to 26 nurses over the next few years.

The remaining \$12,000 of this generous gift will be used to purchase 12 new commode chairs for our Acute Medicine Unit. The staff on this unit has been striving to find stop-gap solutions to help their mobility-impaired patients to bathe, shower and change, but they were definitely in need of these new chairs. Toyota's generosity is supporting our mission to provide compassionate, dignified care to the patients in Acute Medicine and throughout our Hospital.

Our Hospital and its charitable Foundation are deeply thankful to Adriaan Korstanje, General Manager of Human Resources at Toyota Motor Manufacturing Canada. Adriaan is also a member of the Joint Board of Governors for St. Joe's in Hamilton. Adriaan championed this request to Toyota and is a tremendous ambassador for the good work that goes on in our Hospital each and every day. ●



## Breakfast with Santa at St. Joe's



Get festive and come out to enjoy a hearty breakfast with Good 'Ole St. Nick!

We invite all staff, physicians, learners and volunteers to join us at this year's St. Joe's Breakfast with Santa staff appreciation event!

### Charlton campus cafeteria:

December 5th from 7:00 a.m. – 10:00 a.m.

### West 5th campus cafeteria:

December 9th from 8:00 a.m. – 10:00 a.m.

### King campus cafeteria:

December 19th from 8:00 a.m. – 10:00 a.m.

As always, we ask that you help support our local food banks. Please remember to bring a non-perishable food item to help support those in need.

*This year we're pleased to welcome our premier sponsor, St. Joseph's Healthcare Foundation who is generously sponsoring our Breakfast with Santa event to recognize and support our staff. ●*



## Introducing Research H.E.L.P. Sessions

On November 5th, the first Research H.E.L.P session was held at Charlton Campus. Research H.E.L.P is a new series of lunch-and-learn sessions created to provide guidance, support and information for staff and researchers who are interested in conducting research at St. Joe's.

Registration for the pilot session quickly reached capacity, and overwhelmingly positive responses from attendees have led Research Administration to schedule two upcoming Research H.E.L.P sessions in February – one at Charlton Campus and one at West 5th Campus.

"Research H.E.L.P was created out of the spirit of innovation and collaboration that brings our academic researchers together," explains Dori Kazimer, Director of Research Administration. "We wanted to design a session that informs attendees about the research process at St. Joe's, and supports them in getting started with answering their own research questions."

Research H.E.L.P provides an environment where staff and researchers can develop ideas and reinvent exploration together. Stay tuned for information about future Research H.E.L.P sessions! ●



**Dr. Randi McCabe**, Psychologist, Anxiety Treatment and Research Centre, **Dr. Mark Crowther**, VP Research, St. Joseph's Health System, **Ms. Terri Schnurr**, Research Coordinator, **Dr. Lehana Thabane**, Biostatistician

## Spotlight on Library Services

A decision-support tool that provides up-to-date, evidence-based guidance for clinicians with access to 500 clinical diagnosis and treatment recommendations.

Modules are divided into five topic types:

- Diseases
- Screening and Prevention
- Complementary and Alternative Medicine
- Ethical and Legal Issues
- Procedures

A disease-based module includes the following sections:

- Prevention
- Screening
- Diagnosis
- Consultation
- Hospitalization
- Therapy
- Patient Education
- Follow-up

To Access click on  
STAT!Ref on the  
Library page of MyStJoes



## National Addiction Awareness Week

During National Addiction Awareness Week (November 17th – 21st, 2014) we shared a series of short videos featuring some of the outstanding addiction staff, programs and services at St. Joe's. Visit our YouTube channel to watch them all.



[youtube.com/user/stjoesfoundation](https://youtube.com/user/stjoesfoundation)

# Happening at St. Joe's

## St. Joe's Renal Program Joins Forces with Niagara



NIAGARA HEALTH SYSTEM  
SYSTÈME DE SANTÉ DE NIAGARA

Niagara Health System (NHS) and St. Joseph's Healthcare Hamilton are pleased to announce the creation of a single renal program (regional chronic kidney disease program) in both organizations, serving patients from across the Hamilton-Niagara-Haldimand-Brant Local Health Integration Network (HNHB LHIN).

The ultimate aim of the renal initiative is to ensure the absolute best patient experience across the entire continuum of kidney care services, from early detection, to dialysis, to kidney transplant. This partnership will result in the largest renal program in Ontario, enabling Niagara and St. Joseph's to work more closely together. ●

For more information visit:  
MyStJoes » Information and Events

## Hamilton Spectator's Readers' Choice Awards



The Hamilton Spectator's Readers' Choice Awards were announced in November 2014 and St. Joseph's organizations in Hamilton received recognition in both the service and professionals category. Our sister organizations St. Joseph's Home Care and St. Joseph's Villa Dundas were recognized for the fantastic work they do to keep our community's seniors healthy. St. Joseph's Home Care received a Diamond Award, a top honour in the Home Health Care category. St. Joseph's Villa Dundas was recognized with a Platinum Award, finishing first place in the Nursing and Long term Care category and St. Joseph's Healthcare Hearing Aid Clinics received a Gold Award for Hearing Services. ●

To view the complete list of winners visit: [stjoes.ca](http://stjoes.ca)

## A Starry Night



I would like to say a heartfelt thank you to all the staff and guests that made 2014 A Starry Night Holiday Dinner and Dance an enjoyable evening. We look forward to seeing you next year!

Regards,

*Nancy McGregor*  
Chair, Starry Night Committee



A Starry Night gives all staff a chance to celebrate together. Dr. Higgins, President and Winnie Doyle, Vice President, Clinical Programs and Chief Nursing join staff at annual holiday dinner and dance.

St. Joseph's  
Healthcare Hamilton  
FOUNDATION

**A new season of the lottery is here with more tickets than ever before!**

Visit [stjoesfoundation.ca](http://stjoesfoundation.ca) and click on 'Staff Programs' to download the enrollment form.

## PAYDAY PAYOUT LOTTERY WINNERS

**October 24, 2014**

Chris Skarratt  
Housekeeping  
Charlton Campus  
\$8,100.00

**November 7, 2014**

Lesley Greig  
Child/Youth Mobile Crisis  
\$8,041.50

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