

# Connections

Nov. 2011

## President's Message



Four years ago, we published our Compass 2012 Strategic Plan, our guide to helping us reach the ultimate destination of providing the highest quality of patient care in the safest and healthiest environment. It is a testament to all of our staff that we have completed almost 75% of the goals set out in the original Compass 2012 document. We have had to cope with challenges along the way and yet were able to achieve these outstanding results. This is a truly phenomenal achievement and as a result of this hard work and dedication, our patients are safer, our quality of care now meets higher national and international standards, our facilities are being extensively redeveloped and renewed, and our research continues to be on the cutting edge thus ensuring that we continue to be a centre of excellence for clinical leaders, educators and learners. Thank you all for this.

Recognizing that Compass 2012 is coming to the end of its timeframe, we are excited to begin work on a brand new strategic plan. This will be a significant undertaking and our success will depend on the involvement and engagement from the entire St. Joe's team! I urge you to join us as we embark on this journey! Please take a moment to visit the MyStJoes homepage to view a short introduction to the planning process and a video celebrating our progress to date and looking forward to the future of St. Joe's. We have

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...and the votes are in!

## St. Joe's tops the list

For the second time in a row, St. Joseph's Healthcare Hamilton has been recognized as a top Canadian employer.

This achievement reflects the tremendous amount of work that our employees showcase every day in providing the most compassionate, sensitive care to our patients, their families and the community as a whole.

St. Joseph's was one of only three hospitals in Ontario to be named to this year's list, and joins a group of only six healthcare organizations across the country to receive this coveted title.

More than 17,000 organizations were invited to apply for this year's award making it one of the most competitive to date. Each organization was assessed on eight key areas: physical workplace, work atmosphere, health and financial benefits, vacation and time-off, employee communications, performance management, training and skills development and community involvement.

The award, developed by Mediacorp Canada, recognizes employers who are leaders in creating exceptional workplaces to attract, retain and inspire individuals. Some of the top reasons for St. Joseph's selection as one of Canada's Top 100 Employers for 2012 include:

- ❑ St. Joe's encourages ongoing employee education with tuition subsidies for courses taken at outside institutions (to \$1,000), financial bonuses for some course completions, and a variety of in-house and online training programs.
- ❑ St. Joe's has partnered with the University Health Network in Toronto and the Schulich School of Business to enable graduates of their Leadership

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# RBC makes \$500,000 Campaign Gift during Mental Illness Awareness Week

At a ceremony held at St. Joseph's Healthcare Hamilton's West 5th Campus on October 5th, RBC Royal Bank announced a new \$500,000 gift to *Timeless Care, Tomorrow's Discoveries - The Campaign for St. Joseph's Healthcare*. This gift, announced during Mental Illness Awareness Week, is one of the largest mental health-related gifts RBC has ever made, giving St. Joseph's leading mental health programs another vote of confidence from Canada's largest financial institution.

The donation is in keeping with RBC's commitment to supporting community based and hospital programs that reduce stigma, provide early intervention and increase public awareness about mental health conditions. RBC's \$500,000 gift was acknowledged through the naming of the RBC General Psychiatry Outpatient Clinic at the West 5th Campus.

Laura Gainey is RBC's Regional President for South Western Ontario. She spoke at the announcement and imparted a message focusing on the importance of mental health while challenging the stigma still surrounding it. "At RBC, we are passionate about mental health related causes. Sadly, mental illness still remains a topic people want to sweep under the table, but it is stigma and bias that shame us all. St. Joe's truly does have the power to change that," she said.

"RBC's donation sends an important signal from one of Canada's pre-eminent corporations that we are in a new era, where the stigma of the past is being lifted and we can build upon the great work of our staff to help our patients, their families and our society to find new ways of caring, controlling and hopefully curing mental illness," said Dr. David Higgins, President of St. Joseph's Healthcare Hamilton.

Although gifts like RBC's have a clear impact on patient care at St. Joseph's, new donations to the *Timeless Care* Campaign, are also helping St. Joseph's create a better working environment for our talented and compassionate staff. Fundraising for the *Timeless Care* Campaign is ongoing. If you would like to support leading mental healthcare at St. Joseph's, please contact the Foundation at 905.521.6036 or visit us online at [www.stjoesfoundation.ca/give](http://www.stjoesfoundation.ca/give).

Submitted by Aisling Higgins  
Volunteer, St. Joseph's Healthcare Foundation



*From L to R: Vince Isber, Regional VP, Greater Hamilton Market, RBC; Kieron Hayes, VP & Portfolio Manager, Hayes Vickers Wealth Management at RBC Dominion Securities & Foundation Board Member; Carmela Trombetta, VP Commercial Financial Services in the Greater Hamilton Market, RBC; Scott MacKinnon, VP, RBC Dominion Securities, Greater Hamilton Market; Dr. Robert Zipursky, VP Mental Health & Addiction Services, St. Joseph's Healthcare Hamilton & Chair, Department of Psychiatry & Behavioural Neurosciences, McMaster University; Dr. David Higgins, President, St. Joseph's Healthcare Hamilton; Laura Gainey, Regional President, Ontario South West, RBC; Dr. Kevin Smith, President & CEO, St. Joseph's Health System and Sera Filice-Armenio, President & CEO, St. Joseph's Healthcare Foundation*

## Get involved! Social Work's Holiday Matching Program now in full swing

The Department of Social Work has once again launched the St. Joseph's Healthcare Holiday Matching Program, effective until December 16, 2011. This program links hospital departments with families in need during the holiday season. Names of individuals/families (with consent) are collected from the Social Workers and given to a coordinator for matching

purposes. Personal information is held in the strictest of confidence. Donations are then collected just before Christmas and delivered to the families in time for the holidays.

If you would like more information or if your department is interested in sponsoring a family for the Holiday Matching Program, please forward

TWO CONTACT NAMES with phone extensions, and the size of family your department could accommodate to:

**Lyn Roberts,**  
Holiday Matching Program Coordinator,  
Ext. 35565 or email [linda-r@shaw.ca](mailto:linda-r@shaw.ca)



Get involved! Join the many St. Joe's employees who have come together under the banner of **Movember Canada** to raise money and awareness for men's health issues, specifically cancers affecting men. Cancer is the leading cause of death in men and in 2011 there will be more cases of prostate cancer diagnosed than breast cancer.

**Movember Canada** is part of a worldwide movement that has helped to raise millions of dollars dedicated to cancer research.

To learn more, visit

[WWW.MOVEMBER.COM](http://WWW.MOVEMBER.COM)

## Flu vaccines now available - Who will YOU get the shot for?



St. Joseph's Occupational Health & Safety Department is now holding Influenza Clinics until November 11th. Staff, students, volunteers, physicians and contract workers are strongly encouraged to get vaccinated at any of the following locations:

<p><b>Charlton Campus</b> Cafeteria Monday to Friday 11:00am to 1:00pm <i>Breakfast with Santa</i> December 12th, 7-11am</p>	<p><b>West 5th Campus</b> Employee Health Office, Room J105 Monday to Friday 9:30am to 11:00am <i>Breakfast with Santa</i> December 7th, 9-11am</p>	<p><b>King Campus</b> Kemp Auditorium Specialty Clinics - November 16th &amp; 21st, 9-12pm <i>Breakfast with Santa</i> - December 14th, 8:30-10:30am</p>
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If you received your vaccination elsewhere, please remember to fax documentation to the Employee Health Office at 905.521.6111 or ext. 36111.

### President's Message

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titled this part of the process "Changing the Landscape" and I hope you will find the short video inspiring. The images are both a tribute to our staff and I hope will help us reflect on the great things we can do together.

I am pleased to share news that St. Joe's has been selected once again as one of Canada's Top 100 Employers for 2012. This award reflects our organizational commitment to deliver on our mission to provide safe, kind and compassionate care. I am proud to share that we were one of only three hospitals across the province and one of only six healthcare organizations across the country to be awarded.

September 25th marked the passing of Sister Teresa Carmel Hartnett in her 91st year. Throughout her many years in the healthcare ministry, Sister Teresa Carmel served with faith, dedication

and compassion at numerous health-care organizations, including St. Joseph's. Since 1980, Sister has been involved in the acquiring and preparing of infant layettes for newborns of families needing assistance. Her commitment to meeting this need has been an inspiration to many. Sister Teresa will be missed by the members of the St. Joseph's family.

As we move into the holiday season, we are looking for ways to further foster the St. Joe's culture of giving. Please look for drop-off bins for the upcoming St. Joe's food, toy and clothing drive for those in need in our community and please continue to give to the United Way campaign. I realize that times are not easy for many but even offering a small amount each month through the United Way Campaign makes a huge difference to those in need in our community

You may notice the new look I'm

sporting in my photo on page 1. As you may have heard, "Movember" is now fully underway with thousands of men across the nation sporting moustaches. It's a fun way to raise awareness of men's health issues, particularly Prostate Cancer. True to our role as a leader in urologic care, I congratulate those St. Joe's staff who are participating in the very important initiative."

On a final note, I would like to thank you for the recent success that we have had in the implementation of our new hand hygiene policy and our improved rates of hand hygiene compliance in September and October. Please do your part to continue this trend which will keep our patients, staff and families safe. And be sure to get your flu shot, which is now being offered to all staff.

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

## Remembering: Sister Teresa Carmel

*On October 24th, 2011, St. Joseph's Healthcare Hamilton lost a much beloved family member when Sister Teresa Carmel passed away at the age of 91.*

*In honour of Sister Teresa's memory and all the work she did for St. Joe's, we have decided to reprint this article, originally printed in the December 2009 issue of Connections.*

Once in a lifetime, you might be lucky enough to meet someone who truly makes a lasting impression on your life. Someone whose selflessness has touched you in a way that can't easily be forgotten.

For close to thirty years, hundreds of new mothers at St. Joseph's Healthcare have had the privilege of meeting one such person - Sister Teresa Carmel. Since 1982, Sister Teresa has been providing newborns of less fortunate families in our community with essential baby items to get them started after discharge from the hospital.



*Sister Teresa Carmel in 1945, shortly after taking her final vows.*



Sister Teresa began her career in 1944 at St. Michael's in Toronto where she worked as a Lab Technician for three years. In 1945, she moved to St. Joseph's in Guelph where she stayed until 1972. At this time, she moved on to manage the hospital's Pastoral Care Department until 1974 when she moved on to St. Joseph's Hospital in Hamilton, beginning her service in the hospital's Maternity ward in 1982. Much of her work involved providing pastoral services to the patients though she spent many hours organizing donations for needy families.

The staff of the St. Joseph's Maternal Child Program is delighted to have Sister Teresa as part of their team and look forward to her weekly visits to their department. "Sister brings a smile to the faces of our staff and simply loves to see the newborns in our program, says Marnie Buchanan, Manager of the Maternal Child Program. Though she now visits only one morning a week, she can usually be found in her "office" organizing donated and bought baby items into boy and girl bundles. Each bundle usually consists of items such as diapers, knit sweaters, hats and booties, sleepers, receiving blankets and beautiful hand knitted dolls. Bundles are always readily available whenever a family in need is identified by the hospital's Social Work and Pastoral Care Departments.

Sister Teresa admits that she is an astute shopper, always looking for the best quality items and the most cost-effective prices. "I prefer to buy the sleepers that come in four in a bag, and one piece outfits that are found in packages of six." Her frequent shopping trips usually take her to Zellers and Shoppers Drug Mart where she is also able to take advantage of her accumulated HBC and Optimum rewards points. She has received many donations over the years from many St. Joseph's employees, including an annual financial gift from the St. Joseph's Volunteer Association. She is also fortunate to rely on the occasional gift-in-kind such as diapers from Pampers and bags (to hold the bundles) from G.T. French Paper Ltd. of Hamilton. Sister Teresa always acknowledges the gifts and donations that are received and logs each "thank you". She knows the importance of recording all purchases and donations received, as her records are meticulous and always kept up-to-date.

"Sister Teresa brings a passion for giving to our program and our patients," says Marnie. "She always sees the good in others and helps to spread kindness throughout the team and to the patients that she serves."

"I am so pleased knowing that I am helping people in need." says Sister Teresa. "It is truly a blessing."

## Top 100 Employer

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Development Program to receive additional certification.

☐ St. Joe's supports employees who are new mothers with maternity and parental leave top-up payments (to 93% of salary for 27 wks) and provides parental top-up to new fathers and adoptive parents (to 93% of salary for 12 wks).

☐ St. Joe's helps employees balance their work and personal life with a variety of alternative work arrangements including flexible hours, shortened and compressed work week options, telecommuting and reduced summer hours.

☐ Beyond its 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.

"We believe in investing in our employees," says Diana Elder, Chief, Human Resources. "Healthcare is an extremely competitive and challenging industry. We are constantly looking at ways to enhance employee wellness and satisfaction. We are delighted to be recognized for these efforts and look forward to building on these programs in the future."



## Are You Code Ready?

A Code Black alerts hospital staff of a bomb threat situation.

In the event that any staff member receives a bomb threat (written or verbal), discovers a suspicious package or object, they must immediately dial 7777. **DO NOT HANDLE** any suspicious package! Only Hamilton Police Services will handle any suspicious package.

In the event that you receive a bomb threat:

1. Remain calm and be courteous.
2. Do not interrupt the caller.
3. Record all pertinent information using the telephone bomb threat questionnaire.
4. Call switchboard at ext. 7777 to notify Security immediately.

*"Making a bomb threat is a criminal offence. Do not try to guess whether the threat is real or a hoax."*

- Government of Canada website  
November 2008

# Code Black

Submitted by Stephanie Trowbridge  
Manager, Emergency Preparedness, SJHH

## Breakfast with Santa



### West 5th Campus

December 7th, 2011

9:00 to 11:00am

Cafeteria

### Charlton Campus

December 12th, 2011

7:00 to 11:00am

Cafeteria

### King Campus

December 14th, 2011

8:30 to 10:30am

Kemp Auditorium

**Don't forget to bring a non-perishable food item for our Food Drive!**



...COMING IN DECEMBER  
TO THE  
CHARLTON CAMPUS!



## St. Joe's physician internationally recognized for vital research into Venous Disease

It's that time of year, the sun begins to set earlier and it may still be dark when you head into work in the morning. On November 6th, when Daylight Savings time ends and the clocks are set back, take advantage of that "extra" hour of sleep; it may just be the missing component to your weight loss efforts.

Experts currently recommend that adults should sleep between 7 and 9 hours each night. This is an important recommendation and one that should be taken seriously given that sleep deprivation is now being recognized as a potential risk factor for obesity, along with lack of exercise and overeating. There is now a considerable amount of evidence to suggest that there is a direct relationship between short sleep duration and obesity.

During sleep, our bodies secrete hormones that are important for helping to control our appetites, energy metabolism and glucose processing. When we sleep too little, the balance of these hormones, namely Leptin and Ghrelin, is upset, ultimately resulting in weight gain. Leptin and Ghrelin work in concert to control hunger. Leptin is the hormone responsible for appetite suppression. It signals the body to stop eating when you are full. Ghrelin is the hormone responsible for stimulating our appetites.

Recent studies have found that sleep deprivation results in lower levels of Leptin and higher overall levels of Ghrelin, resulting in higher consumption of calories each day.

Additionally, sleep deprivation has been found to have a negative effect on the stress-response system. The stress-hormone, Cortisol, has also been shown to be higher in sleep-deprived individuals. Excess Cortisol has been



In recognition of his outstanding contributions to thrombosis research, St. Joe's own Dr. James Douketis, was recently recognized by the Venous Disease Coalition, an international non-profit group dedicated to education and research into venous disease.

Awarded in the category of "Studies that Focused on the Epidemiology and Implementation of Quality Improvement in the Area of Venous Disease", Dr. Douketis was recognized in particular for his studies of how to predict which people will develop recurrent thrombosis after they have suffered venous thromboembolism. This work was published in 2010 in the *Annals of Internal Medicine* and the *British Medical Journal*.

"This is a great and humbling honour," says Dr. Douketis, also Professor in the Department of Medicine at McMaster University. "Many of us have dedicated years of research into finding better ways of improving treatment and care of patients with leg and lung blood clots (or venous thromboembolism). As more awareness and research occurs around this often silent but potentially devastating disease, this work brings us one step closer to finding better ways of preventing and treating venous disease."

Venous disease refers to conditions related to or caused by veins that become diseased or abnormal. Types of venous diseases include: chronic venous insufficiency, congenital vascular malformations, deep vein thrombosis, post-thrombotic syndrome, pulmonary embolism, thrombophilia, and varicose veins. Venous disease affects approximately 1 in 5 adults in Canada and is the third most common cause of cardiovascular death and disability.

Dr. Douketis has been a staff physician in Vascular Medicine and General Internal Medicine at St. Joseph's Healthcare Hamilton since 1994. His research interests include perioperative antithrombotic therapy, predictors of venous thrombosis, hormonal therapy and thrombosis, prevention of venous thrombosis in medical patients, and clinical practice guideline development for the prevention and treatment of obesity.

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# St. Joseph's Healthcare APPOINTMENTS

## Director of Nursing Practice

Congratulations to Kathryn Ewers who has accepted the position of Director of Nursing Practice. Kathryn previously worked at Mohawk College as a Nursing Professor for 16 years and is currently Director of Professional Practice and Co-chair of an Interdisciplinary Efficiency Task Force for the Jackson Health System in Miami, Florida.

Kathryn earned her Masters Degree in Nursing in 2009 and is working on her PhD. She received a Sigma Theta Tau "Outstanding Nursing Practice Award" in 2006 for recognition of her accomplishments to implement evidence based nursing.

## Professional Practice Consultant

Congratulations to Larisa Volman who recently accepted the position of Professional Practice Consultant at St. Joe's. In this role, she will work in the Mental Health & Addiction Program and at a corporate level. Larisa has been an educator for the Acute Mental Health and Psychiatric Emergency Services here since 2005 and prior to that, she was the Case Manager for the Hamilton Program for Schizophrenia.

Larisa earned her Master of Sciences Degree in Nursing from McMaster University in 2004 and was St. Joseph's 2010 recipient of the Nursing Excellence Award in Education. Larisa is also an assistant clinical professor with the McMaster University School of Nursing.

## Long Service Recognition Teas

Charlton Campus  
Frank Charles Miller Amphitheatre  
November 21st, 2011  
2-3:30pm

West 5th Campus  
Cafeteria  
November 23rd, 2011  
2-3:30pm

King Campus  
Kemp Auditorium  
November 29th, 2011  
2-3:30pm

*Celebrating our Staff...*



## Volunteer recognized for outstanding commitment and caring at St. Joe's

On September 20, 2011, the St. Joseph's Volunteer Resources Department had the pleasure of presenting this year's Sister Joan O'Sullivan Scholarship Award to Rabia Mirza.

Rabia has been a volunteer at the Charlton Campus for three years, during which time she has volunteered nearly 250 hours. In her time as a volunteer in the Emergency Department, Rabia has assisted patients by helping them to navigate the triage process, as well as sitting with them and comforting them as they were waiting.

Along with her volunteer work at St. Joseph's, Rabia has also made a commitment to various other organizations in the community. Through her volunteer work, she is truly living out the mission of the Sisters of St. Joseph. Congratulations, Rabia!

*Rabia Mirza with Sister Joan O'Sullivan*

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Closed Daily from..... 1:30pm to 2:30pm

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\* Some conditions apply. Rates are subject to change at any time without notice. Subject to credit approval.

Payday Payouts Lottery

*Winners!*

**Winner:** Eva Varga

**Department:** Dialysis

**Draw Date:** September 29th, 2011

**Prize Amount:** \$6,090.00

**Winner:** Michelle Mann

**Department:** GI Dept.

**Draw Date:** October 13th, 2011

**Prize Amount:** \$6,052.50

**Winner:** Heather Radman

**Department:** Rec. Therapy

**Draw Date:** October 27th, 2011

**Prize Amount:** \$6,064.50

We regret to inform you that tickets for the Payday Payout Lottery are virtually sold out. However, tickets do become available when players who are currently enrolled drop out, or go on extended leave from the Hospital.

You may submit your application and new requests will be handled on a first come, first served basis.

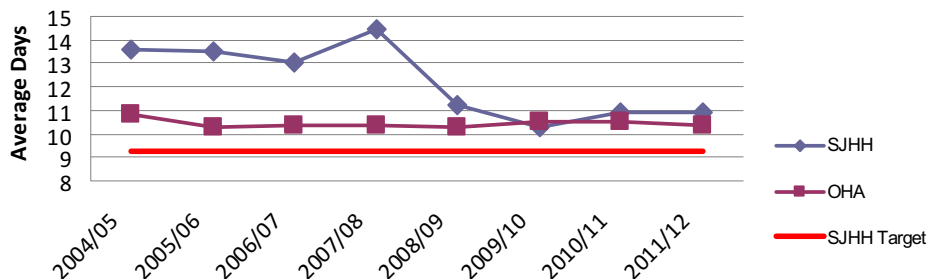
Don't forget to visit:

**MyStJoes**

intranet home page for up-to-date  
NEWS, EVENTS & INFORMATION  
at St. Joe's!

## Creating a Culture of Attendance @ St. Joe's

### Average Sick Days per Employee Fiscal 2004/05 to 2011/12



In the coming months in-services will be conducted to discuss the challenges facing the hospital as it relates to sick time with a message from Dr. Higgins. Over the past 4 years we have been able to reduce sick time thanks to your efforts. As you can see in the chart below, we have decreased sick time from a high of 14.47 days in 2007 to a low of 10.25 days in 2009. This was a tremendous achievement of which we should all be proud. However over the past two years sick time has gradually been increasing again.

As of the end of September, our sick time is trending at an average of 11.1 sick days per month which is 18% higher than our average in September 2010. Our current projected annual average is 10.81 days which is above our target of 9.25 days. We value your input and suggestions regarding how we can tackle this problem together.

#### BodyWatch

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shown to have a direct link to increased fat around the abdomen - an association that places the individual at an even higher risk for many chronic diseases including heart disease, diabetes, and metabolic syndrome.

The take away message here is that in the battle against weight gain and obesity, it is important to commit yourself to a healthy lifestyle of eating well, being active and getting in a good night's sleep.

*Connections* is published monthly by the St. Joseph's Healthcare Public Affairs Department.

### We want to hear from you!

Please send us your comments, suggestions, story ideas or submissions. The Public Affairs Department reserves the right to edit and print your submissions as space permits. Submissions are subject to approval. Submissions must be received by the 10th of each month prior.

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