

Sept./Oct. 2011

## President's Message



The fall always brings renewed activity to our Hospital and this fall is no exception. On September 8th, we celebrated the opening of the new Surgical Centre here at St. Joe's. This key project represents countless hours of tireless work by our staff - many of whom delayed their vacation to complete the surgical program move. Over 1000 staff attended the Surgical Centre Staff Open House and a further 1100 members of the public, staff and their families attended a public Open House to showcase our facility. It is important to note that this project is largely funded through the generosity of our donors who support St. Joe's because of the reputation of our hospital, our staff and the care you deliver.

September 8th was also the celebration of the 100th anniversary of the St. Joseph's School of Nursing. In honour of this occasion, a reception was held for current and past members of the St. Joe's Nursing Team. Greetings were heard from our Chief Nursing Officer, Ms. Winnie Doyle, as well as Sr. Anne Marshall, former Director of Nursing, St. Joseph's School of Nursing, Ms. Janina Berenyi, Acting President St. Joseph's School of Nursing Alumni, Dr. Kevin Smith, and myself. This event celebrated a wonderful legacy of our hospital and its founders.

As you are aware, the Freedom of Information and Protection of Personal

Cont'd on Pg. 4

## Celebrating supporters of the new St. Joseph's Healthcare Surgical Centre



On September 14th, St. Joseph's Healthcare Hamilton opened the doors of its new, state-of-the-art surgical centre on the corner of James Street South and St. Joseph's Drive. With twelve spacious and technologically advanced surgical suites, a new day surgery centre, a pristine sterile processing department, a larger post-anesthetic care unit, and new minor procedure rooms, the new surgical centre embodies St. Joe's reputation as a hub of surgical excellence and expertise. The naturally lit patient care areas and stunning architectural design make the new surgical centre truly something to behold.

St. Joseph's is already the regional lead for cancer surgeries of the head and neck, prostate and kidney. Just last month, the Hospital was announced as the regional thoracic centre within the Hamilton-Niagara-Haldimand-Brant LHIN. We've long been a leader in surgical innovation, and the new surgical centre will only enhance our existing expertise in minimally invasive, image-guided, and robotics-assisted surgeries.

Projects this large and essential to our region do not happen in isolation. They are a product of strategic planning by the Hospital's administrative, clinical and financial leads, paired with the generous support from the communities we are honoured to serve. At the grand opening celebration, several donors were recognized for their help in making St. Joseph's new surgical centre a reality.

Cont'd on Pg. 2



# November 2nd is Take Our Kids to Work Day

*Take Our Kids to Work Day* is a national event organized for Grade 9 students to experience worklife and to nurture the partnership between public schools, business, and the community. We will be providing students with the opportunity to participate at their choice of the three campuses. Depending on campus resources, students may have the opportunity to participate in tours, presentations and hands-on workshops throughout a variety of departments and programs.

To participate, employees **must** submit a formal registration form and have the approval of their Manager. The program will be accepting a maximum of 70 participants across the three campuses. Please note that this is the only approved process for having your child attend work on this day. You may not arrange to have your child shadow you outside of this organized event. The registration process, application form and orientation are integral to ensuring that students who are accepted into SJHH's *Take Our Kids To Work Day* clearly understand our expectations and enter the environment with adequate preparation for their safety and that of our patients/clients.

Registration forms are available in the Volunteer Resources Department located on Level 1, Juravinski Innovation Tower, on the Volunteer Resources and Human Resources homepages of the intranet and on MyStJoes.

## Registration deadline is October 19th.

If you have any questions, please feel free to contact Kari Astles in Volunteer Resources at [kastles@stjoes.ca](mailto:kastles@stjoes.ca) or by calling ext. 33464.

*Submitted by Kari Astles  
Coordinator, Volunteer Resources, SJHH*

## Celebrating supporters of the new St. Joseph's Healthcare Hamilton Surgical Centre Cont'd from Pg. 1

David Braley and Nancy Gordon's \$4 million investment in surgical excellence at St. Joe's was acknowledged through the naming of the Surgical Wing within the centre. The wing is comprised of 12 new operating rooms.

In addition, several of the surgical suites were named after million dollar plus donors including the Chedoke Health

Foundation, the late Mary Helen & Manville Edward Deir, and the Teresa Cascioli Charitable Foundation.

Equally as important, are the names of donors you may not see on the walls of the new surgical centre. Annual and monthly donations from literally thousands of grateful patients, community members and friends of St. Joseph's were also essential to the construction of the new facility. On September 17th, everyone in the community was invited to an Open House at St. Joe's to tour the new surgical centre. It was inspiring to see hundreds of passersby stop in to show their sincere appreciation for the superb care St. Joe's has provided to our region for so long.

But perhaps what is most important is that the new surgical centre will help to reduce wait times and ensure our surgical patients have access to the very best care...right here in Hamilton. Thanks to innovations in surgical procedures, infection control, and anesthesia, patients are likely to have smaller incisions that heal faster, with less scarring. Meaning they will be feeling better...sooner.

Fundraising for the surgical centre will continue this fall. If you would like to support cutting-edge care at St. Joseph's, please contact the Foundation at 905.521.6036 or visit us online at [www.stjoesfoundation.ca](http://www.stjoesfoundation.ca).



*Proud members of the St. Joe's family and community celebrate the opening of the hospital's state-of-the-art surgical centre. From left to right are: Bishop Douglas Crosby, Senator David Braley, Ms. Nancy Gordon, Mr. Ted McMeekin, Dr. David Higgins, Dr. Kevin Smith, Ms. Sophia Aggelonitis, Dr. Anthony Adili, Sister Anne Anderson and Mr. Ben Gould.*



*Support Mental Health Care  
at St. Joseph's*  
and your gift will be matched.

  
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[stjoesfoundation.ca](http://stjoesfoundation.ca) | 905.521.6036



# Working better - How to use your email more effectively

As communicated recently, St. Joseph's Healthcare Hamilton, along with all other hospitals and LHINs in Ontario will be subject to the Freedom of Information and Protection of Privacy Act (FIPPA) as of January 1, 2012. This has presented us with opportunities to review many of our practices and standardize our processes where possible.

**Email is a communication tool provided by St. Joe's in support of the business of the hospital. It is not a filing system, nor is it a collaboration tool. Always consider if email is really the most effective method of communication and where appropriate, opt to use the phone instead.**

**The following tips will help us all use email appropriately and efficiently:**

## Addressing

Do not over-distribute emails. Always think about who the email should be sent to for action (To: line) and for information only (cc: line).

## Distribution Lists

It is important to keep your personal distribution lists up-to-date, ensuring email information is sent only to intended individuals.

## Subject Lines

- a) Be concise and specific. This will help identify emails that may be subject to a future Freedom of Information (FOI) request.
- b) Don't include new discussions in an existing conversation which may not be reflected in the subject line. If the issue is important, it warrants its own email and subject line.

## Content

Always write content using business appropriate language, style, tone and subject matter, avoiding abbreviations.

## Replies

Avoid 'me too' replies where there is really no new information and no

contribution being made to the dialogue; ie: 'I agree'. These are often annoying to those participating in the discussion. You should only support another message when you also have something new to contribute to the discussion.

## Reply All

When replying to an email, ensure that you use 'reply all' only when others in the conversation need to hear your response.

## Forwarding of emails

Email is not confidential because it can be forwarded to those individual(s) whom the originating sender did not intend. As a matter of courtesy, refrain from forwarding emails, the originator has identified to whom the email should go. If you must forward an email, you should advise the originator that you have done so.

## Collaboration

When working as a team and input is sought from multiple members on draft documents, consider using other collaboration tools such as a MyStJoes collaboration site.

Try to avoid using email for any confidential or sensitive information, whenever possible. Email is particularly vulnerable when sent outside of the hospital email network. Personal (Health) Information (PI/PHI) may be sent internally, on a limited basis and but must be prefaced with "Confidential – Do Not Forward". Please respect this direction.

If PI needs to be exchanged consider other options such as a collaboration site. However if it is unavoidable, then follow these best practices:

- a) When creating an email, the typed content of the subject line and message should be anonymous.
- b) An attachment containing PI should, at minimum, be password protected with the password separately distributed (send passwords separately via phone call or in a separate email).
- c) When sending PI using email, take extra care to double check the email distribution.
- d) Email containing PI should be filed, secured and kept with the same care as any confidential records.

## Storage

Reduce duplication. Keep either an electronic copy or a paper copy of email (not both). A paperless secure filing system is preferred where possible and only retain business related email.

*Submitted by Marnie Fletcher  
Chief Privacy Officer, SJHH*

# 2011 Father Sean O'Sullivan Research Awards

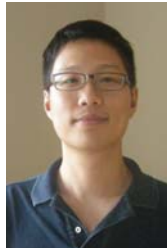
It is widely acknowledged that Research Students form an integral back-bone of scientific research. In support of these endeavours, Research Administration is pleased to announce the recipients of the 2011 Father Sean O'Sullivan Research Awards. The recipients were selected by the Father Sean O'Sullivan Research Award Review Committee in a competition based upon the merits of the submitted research proposals.



## Imtisal Al-Bondokji

Imtisal is currently a PhD student in the Medical Science blood and vasculature program at McMaster University under the supervision of

Dr. Richard Austin. Her research focuses on delineating the genetic factors and mechanism underlying the development of vascular smooth muscle calcification and trans-differentiation into an osteoblast-like cell type associated with chronic renal failure.



## Chenglin Ye

Chenglin started his PhD study in the Health Research Methodology program with specialization in Biostatistics at McMaster

University in 2010. Under the supervision of Dr. Lehana Thabane, Chenglin's research mainly focuses on the development of new methodology in the design and analysis of health-related studies.



## William Simpson

William is currently an MSc candidate in the MiNDS Neuroscience program at McMaster University, under the supervision of Dr. Meir

Steiner and Dr. Benicio Frey. William's primary research interest is the biology behind psychiatric diseases, particularly major depression.

*Submitted by Gail Gray  
Administrative Assistant, Research Administration, SJHH*

## Tackling Stigma in Mood Disorders

Keynote Speaker:  
**Dr. Marla Shapiro**



**Survivorship:  
With, Through and Beyond**

**Friday, October 28th, 2011  
12:30pm - 6:00pm  
Art Gallery of Hamilton  
123 King Street West, Hamilton  
Cost: \$40.00**

**To register:**  
[tacklingmooddisorders@gmail.com](mailto:tacklingmooddisorders@gmail.com)  
**Questions?**  
905-522-1155 ext. 33605

### President's Message

*Cont'd from Pg. 1*

Privacy Act (FIPPA) will now apply to hospitals as of January 1st, 2012. As with all new legislation, this requires a coordinated effort by all staff to help us prepare for this change. FIPPA has two distinct parts: 1) Freedom of Information and 2) Protection of (Individual) Privacy. Visit the 'FIPPA' section of MyStJoes for more information and to see how this new Act will impact upon your role.

Research and our educational partnerships continue to be a key priority at St. Joe's both now and as we move into the future. In this issue, we are proud to celebrate the new recipients of the Father Sean O'Sullivan Research Award. This award recognizes individuals who demonstrate superior activity and potential in the realm of scientific and clinical research.

September marks the start of a new year for our Board of Trustees. We welcome the new officers of our Board including our incoming Board Chair, Mr. Ben Gould. The Board agenda will be busy this year as we move into a strategic planning process, continue our focus on quality and patient safety, and move towards increased integration and collaboration with the St. Joseph's Health System partners in Home Care and Long Term Care.

Within all of the hustle and bustle of fall, I do ask you to be mindful of the continued infection control pressure that our organization faces - particularly as we approach the virus season. Please continue to observe IPAC best practices implemented on your unit and I strongly urge you to take a moment to review the new hand hygiene policy that was implemented on September 19th.

Thank you all for your daily efforts for our patients.

Dr. David Higgins

## EVERY moment counts when it comes to Hand Hygiene

Did you know the power to make a real difference in reducing healthcare associated infections is in *your* hands? Were you aware that an increase of 20% in hand hygiene can reduce health-care associated infections by 40%?

We need to remember to focus on ALL 4 Moments of Hand Hygiene and remember they are all equally important times to keep our hands clean.



### Moment 1

Cleaning hands before having contact with a patient or the patient's environment protects the patient and their environment from harmful germs which are carried on our hands.

### Moment 2

Cleaning hands before performing an aseptic procedure is critical in order to protect the patient from harmful organisms entering their body during the procedure. Examples of an aseptic procedure include: drawing blood, IV insertion/removal, injections, catheter insertion/removal, opening a vascular access system or a draining system, wound dressing, oral/dental care, preparation of medication and instilling eye drops.

### Moment 3

Should be performed after exposure to body fluids. This is a critical time to clean your hands to avoid transmission and protect yourself. Examples of being exposed or at risk to body fluid are drawing and manipulating any fluid sample, opening a draining system, contact with urine, feces, vomit, handling waste (incl. bandages, napkins, incontinence pads), cleaning of contaminated and visibly soiled material or areas such as medical instruments or environmental surfaces. Glove use is not in replacement of hand hygiene. Please remember to clean your hands before and after using gloves to prevent contaminating the glove box.

### Moment 4

Cleaning hands after leaving the patient's room ensures that we are protecting ourselves and the rest of our healthcare environment by reducing the chance of moving germs to another area.

*Submitted by Dana Stallard  
Hand Hygiene Coordinator, SJHH*

## *Mark Your Calendars!*

### Infection Prevention and Control Awareness Week

**Tuesday, October 25th** – King Campus  
**Wednesday, October 26th** – Charlton Campus  
**Thursday, October 27th** – West 5th Campus

*Join us for some exciting activities which will include guest speakers, display booths, a slide show, games and tons of prizes!*

## Are You Code Ready?

A Code Purple is designed to elicit a safe response to a hostage situation. Code Purple situations may present themselves without warning or may be the result of escalation of other violence or a robbery.

A Code Purple is meant to reduce risk of harm to any hostage(s) and other patients, staff and visitors. The SJHH Security Department is responsible to isolate the location of the incident and await Police assistance. The intended response to such an incident is to safely evacuate all patients, visitors and staff away from the immediate area of danger if it is safe to do so. Evacuation will be under the direction of Hamilton Police Services in collaboration with hospital Security.

### In the event of a Code Purple...

1. Ensure your safety first. Proceed to a telephone located in an area or room away from the incident.
2. Dial 7777 and provide the switch-board operator with the following information: *location of incident, any visible signs of weapons, number and description of hostage-taker(s), whether the hostage-taker(s) are contained to an area or if they are mobile.*
3. Ensure all persons who are in the area remain behind cover; while talking with the hostage-taker you must remain behind cover.

**Remember: Always remain alert for further instruction!**

# Code Purple

*Submitted by Stephanie Trowbridge  
Manager, Emergency Preparedness, SJHH*



# Body Watch

Submitted by the Dietitians at St. Joe's



## How Much Coffee is Too Much?

Coffee may taste good and get you going in the morning, but what will it do for your health? Research suggests that it may lower the risk of developing diabetes, heart disease, Parkinson's disease and possibly breast and colon cancers.

According to one large report, people who drank four to six 8-ounce cups of coffee per day were 28 per cent less likely to develop Type 2 diabetes compared to those who drank two cups or fewer.

A recent US study concluded that coffee is the most frequent source of antioxidants in the diet. Unfortunately, consumers are not eating enough antioxidant-rich fruits and vegetables which also provide many vitamins and fibre. The antioxidant activity increases when coffee beans are roasted. Antioxidants reduce inflammation in the body. In the case of diabetes, decreasing inflammation improves how the body uses insulin which then lowers blood sugar levels.

Frequent coffee intake isn't for everyone, especially children or women trying to get pregnant. Although it provides healthy antioxidants it is also a source of caffeine. Health Canada advises women trying to get pregnant to limit caffeine intake to 300 mg per day which is about two 8-ounce cups of coffee.

Depending on a child's age, caffeine intake should be limited to 45 - 85 mg per day. A small coffee can provide two to four times that amount. Large amounts of caffeine are associated with behavioural and learning problems in children.

Beware of large cups in coffee shops. For example a large or extra-large cup can have 16 to 20-ounces of coffee exceeding the recommended caffeine intake.

For more information, please visit the Health Canada website to see how much caffeine is recommended for you.

## Forever a St. Joe's Grad!



At a special ceremony held on September 8th, members of the St. Joseph's School of Nursing Alumni along with friends and colleagues at St. Joseph's Healthcare Hamilton took a stroll down memory lane as they viewed historical items such as old photographs and uniforms and shared story upon story of their days as Nursing students. "To be a part of a longstanding tradition and close-knit family in the St. Joseph's School of Nursing Alumni is a truly special thing," says Janina Berenyi, Acting President, Historical Archival Coordinator (pictured above right). "The camaraderie and commitment between our members is something not ordinarily seen elsewhere."

## System President appointed Lead of NHS



Dr. Kevin Smith, President and CEO of St. Joseph's Health System has been appointed Supervisor for Niagara Health System, effective August 31st, 2011. Reporting directly to the Minister of Health and Long-Term Care, he now assumes full power of the hospital board, the corporation, its officers and members of the corporation working to implement the necessary measures to restore public confidence in the local hospital system.

The Niagara Health System is Ontario's largest multi-site hospitals comprised of six hospital sites and one ambulatory care centre including: Greater Niagara General (Niagara Falls), St. Catharines General Hospital, Welland Hospital, Douglas Memorial (Fort Erie), Niagara-on-the-Lake, Port Colborne General Site and Ontario Street Site (St. Catharines) and serves 434,000 residents across 12 municipalities that make up the Region of Niagara.

## Teaching patients skills most take for granted

At St. Joseph's Healthcare, Occupational Therapists (OTs) and Occupational Therapy Assistants (OTAs) work as part of the healthcare team within the hospital and community setting. Our aim to help people live healthier and more satisfying lives by providing solutions that contribute to their overall well-being. An occupational therapist works with anyone who has difficulty doing activities that are important to them. OTs defines occupation as anything that a person does each day within the following categories: self-care (getting dressed, bathing, cooking and eating), productivity (paid or unpaid work, housework and school) and leisure (hobbies, sports, social activities).

OTs work in the community (homecare, schools, community health centres, mental health teams, government); in workplaces with employee assistance programs; in rehabilitation companies and private practice; and in institutions such as acute care hospitals, long term care hospitals, rehabilitation centres, nursing homes and mental health centres.

In October, please help us celebrate our profession. We have many exciting activities planned to please stay tuned for details on MyStJoes!

Submitted by Jennifer Lee  
Registered Occupational Therapist, SJHH



## Suicide Prevention: We ALL play a role

The Suicide Prevention Community Council of Hamilton (SPCCH) is moving towards a safer Hamilton thanks to a two-year grant of \$130,800 from the Ontario Trillium Foundation (OTF).



Suicide Prevention  
Community Council of Hamilton

The grant, announced on September 10th which is World Suicide Prevention Day, will be used to expand partnerships, available resources and provide suicide prevention training to front-line workers, teachers, parents and social service providers in our community.

The SPCCH was established in 1980 with a mission to engage the entire Hamilton community in suicide prevention and intervention through accessible and coordinated information and services, education and awareness, policy development, stigma reduction and training.

"This grant is an investment in making Hamilton a suicide safer community," said Terry McGurk, Chair of the Board of Directors for SPCCH and Manager of St. Joseph's Healthcare Hamilton's Crisis Outreach and Support Team (COAST). "We are thankful for the Ontario Trillium Foundation's commitment to suicide prevention in Hamilton."

The SPCCH will be presenting the 11th Annual Conference: *Suicide Prevention - The Whole Picture* from 8:00 a.m. to 3:30 p.m. on Tuesday, October 25, 2011 at Carmen's Banquet and Convention Centre. The purpose of the conference is to encourage the community to learn more about suicide, recognizing that everyone has a role in suicide prevention.

"It is important that the Hamilton community recognize the need to address all levels of suicide prevention," says McGurk. "Suicide prevention encompasses a broad spectrum of strategies: mental health promotion, stigma reduction, early identification, intervention, treatment, and bereavement support. Everyone has a role to play."

The deadline to register your attendance is by Friday, October 21, 2011. To register, visit [www.spcch.org](http://www.spcch.org). The website also has information on how you can volunteer or receive additional information.

## Starry Night's 10th Anniversary



Saturday, November 26th, 2011  
Hamilton Convention Centre

Tickets on sale NOW!  
Contact Terry Cook at ext. 33239,  
Nancy Jones at ext. 33535 or visit MyStJoes.

**WANTED  
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Municipal Employees'  
Credit Union™

St. Joseph's Hospital Staff Branch  
Room G1104 or call ext 32910

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

[www.hmecu.com](http://www.hmecu.com)

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

Payday Payouts Lottery

*Winners!*

**Winner:** Laura Anthony  
**Department:** Human Resources  
**Draw Date:** August 18th, 2011  
**Prize Amount:** \$6,078.00

**Winner:** Patricia Burse  
**Department:** Materials Management  
**Draw Date:** September 1st, 2011  
**Prize Amount:** \$6,111.00

**Winner:** Mary Hudecki  
**Department:** Internal Medicine  
**Draw Date:** September 15th, 2011  
**Prize Amount:** \$6,100.50

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.

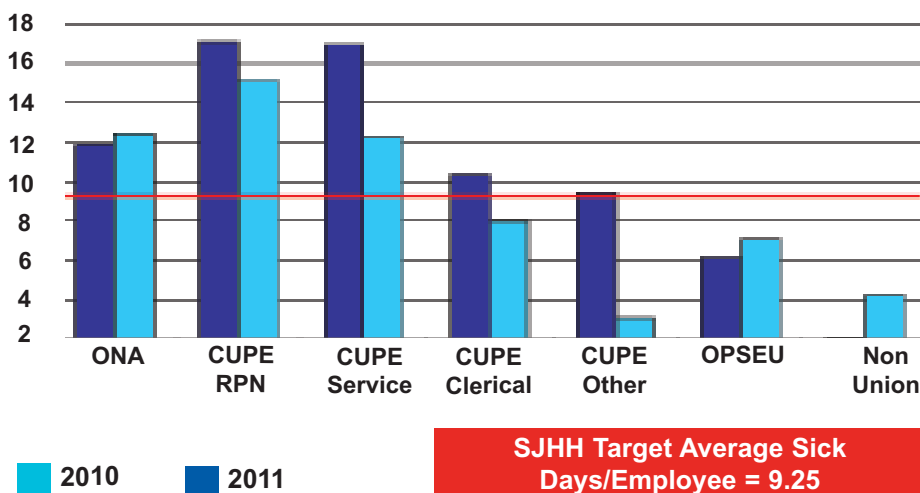
Don't forget to visit:

**MyStJoes**

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

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

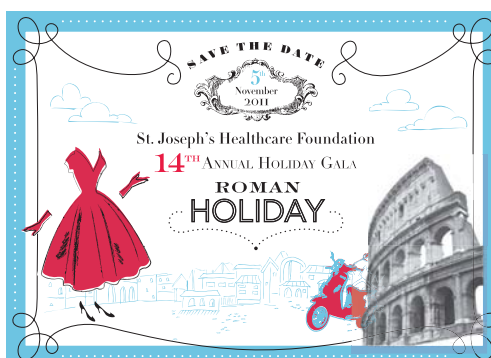
Average Sick Days/Employee - Aug. 2011 compared to Aug. 2010



Overall, as of the end of August employees were taking an average of 9.85 sick days per year, which is 3% higher than the average sick days as of end of August last year.

The above graph illustrates our sick time by employment group for the month of August. We have seen decrease of sick days within the ONA, OPSEU and Non Union groups compared to last year at this time, while the CUPE groups are currently higher than last year.

On average, we are trending significantly higher than last year at this time. Our projected average sick days taken is now trending at 10.68.



Saturday, November 5th, 2011  
6:00 p.m.  
\$300 per person  
**Black Tie**

LIUNA Station  
360 James Street North, Hamilton

To purchase tickets or for more information, contact Janine at 905.522.1155 ext. 32951

*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.

Public Affairs Department  
225 James Street South, Level 1  
Telephone: (905) 522-1155 ext. 33423 Fax: (905) 540-6531 Email: kdebreau@stjoes.ca