

connections

MARCH • 2016



St. Joseph's Feast Day *A day of reflection*

March 19th marks the feast day for Saint Joseph, the patron saint of all workers. On this day St. Joseph's Healthcare Hamilton reflects on the history and the values that define our organization: dignity, respect, service, justice, responsibility and enquiry. These values are the hallmark of our Founders, the Sisters of St. Joseph of Hamilton, and they define the exceptional care for which the organization is known. We honour and acknowledge that, like St. Joseph, it is in the ordinariness of our daily lives that we are called to greatness.

The Feast of St. Joseph celebrates the life of Saint Joseph who is patron to many occupations and organizations including the Catholic Church, the Sisters of St. Joseph, and many educational and health care organizations around the world. The Sisters of St. Joseph have been active in the Hamilton Diocese for over 160 years and established St. Joseph's as a small seven bed hospital 125 years ago. Through our dedication to service, health care, and education we have continued to live the legacy of our Founders and Patron Saint.

Each year St. Joseph's Healthcare Foundation hosts a month long *Feast for St. Joseph's* campaign between February 19th and March 19th in honour of Saint Joseph. Now in its third year, this unique campaign brings the community together to combine excellent dining experiences at some of the best restaurants in the area while supporting St. Joseph's Healthcare Hamilton.

When patrons dine at one of several local participating restaurants, 10% of their food sales are donated to St. Joseph's Healthcare Foundation. The funds raised during *Feast for St. Joseph's* will help purchase life-saving equipment and fund vital healthcare research that will help create a healthier future.

At St. Joseph's Healthcare Hamilton we believe it is an honour to serve – and in particular to ensure that those most vulnerable and marginalized have access to compassionate, high quality care. Like our patron saint St. Joseph we strive to be devoted leaders in the workplace, our community, and the health care system.

For more information about our Founders, visit:

 www.stjoes.ca/125years

For more information about St. Joseph's Healthcare Foundation, visit:

 www.stjoesfoundation.ca

For more information about how to participate next year in the *Feast for St. Joseph's* campaign, contact Mark Brogno:

 mark@stjoesfoundation.ca

 905.522.1155 ext. 35976



Thank you to our partner restaurants for supporting St. Joe's!

Your Hospital Pharmacy Team Your Trusted Medication Experts

March is National Pharmacy Awareness Month, which aims to educate the public about the services provided by the pharmacy team, and promote the integral role they play in the patient's health care journey. Pharmacy team members have specialized skills and knowledge that ensure the safe and effective use of medications, resulting in:

- Improved patient care
- Fewer adverse drug effects
- Fewer hospitalizations
- Cost savings to the health care system



Behind the Outpatient Pharmacy counter

Outpatient pharmacists collaborate with inpatient staff to ensure that there are no gaps during transitions in care. In addition to dispensing and advising on medications, the practice allows pharmacists to administer injections and adapt prescriptions.



Pharmacists in the Order Entry area

Inpatient pharmacists ensure that medications ordered are based on individual patient factors, and monitor the patient's therapy throughout their hospital stay. They collaborate with other members of the health care team to develop comprehensive care plans for patients, as well as provide evidence-based drug information to staff, patients, and their families.



Operating the Robot

Pharmacy technicians fill and double check all medication orders for the hospital's inpatient and outpatient pharmacies, ensure timely medication delivery, and compound sterile preparations. Pharmacy technicians also operate the Robot and packaging equipment which helps to automate some of the drug distribution process.

Charlton Campus Outpatient Pharmacy

Monday, Wednesday & Thursday - 9:00 a.m. to 5:00 p.m.
Tuesday & Friday - 9:00 a.m. to 7:00 p.m.
Saturday & Sunday - Closed

905.522.1155 ext. 36170

King Campus Outpatient Pharmacy

Monday, Tuesday, Thursday, Friday - 9:00 a.m. to 5:00 p.m.
Wednesday - 9:00 a.m. to 1:00 p.m.
Saturday & Sunday - Closed

905.522.1155 ext. 34850

MyEPay launches April 8th Elimination of hardcopy and emailed PDF pay stubs

As of April 8th, hardcopy and emailed PDF pay stubs will no longer be available for employees at St. Joseph's Healthcare Hamilton. Going forward, your pay stubs will only be available to view electronically and print by enrolling in the **MyEPay** portal system at <https://MyEPay.StJoes.ca>.

MyEPay is an easy-to-use web-interface, allowing all employees to obtain their electronic pay stub at their leisure. The pay stub portal system is a password-protected secure web application and is accessible 24 hours a day 7 days a week. **MyEPay** can be accessed from any computer, tablet or device that is connected to the Internet. You can also view and print at the self-serve kiosks located at all St. Joe's Campuses for those who do not have daily access to a computer at work or at home.

Do you have questions or require technical support?

Please contact Payroll Services, Monday to Friday 8:30 a.m. to 5:00 p.m.

905.522.1155 ext. 33333 PayrollChanges@stjoes.ca

The launch of **MyEPay** is one of the many cost saving measures taken by the Finance Department and will help the Hospital meet its commitment to reducing its environmental impact by eliminating the amount of paper printed at St. Joe's. ●

Giving is Great by Teresa Cascioli Teaching the Next Generation of Philanthropists



St. Joseph's Healthcare Foundation is excited to share with the staff of our Hospital a story on philanthropy in our community.

Recently, one of St. Joe's long-time supporters, Teresa Cascioli, authored a new book series for children aged five to nine years called, "M is for Money." The series focuses on the topic of financial literacy.

The latest edition of the series called, "Giving is Great," teaches children about charity and donating, and sparks a spirit of philanthropy from an early age. There are nine books in the series covering a range of topics on finance from saving to spending.

Signed and autographed books are available. Please note that you are with St. Joe's when you place your order. ●

To purchase or learn more about these books, please visit:

www.misformoney.ca

Fundraise and win great incentive prizes!



Register for the race:
www.bayrace.com

Register to fundraise:
www.stjoesfoundation.ca/2016ATBFundraising

For more information or questions, please contact Adam Tillich:

adam@stjoesfoundation.ca

905.522.1155 ext. 35973



Register for the race:
www.parisancaster.com

Register to fundraise:
www.stjoesfoundation.ca/2016P2Afundraising

For more information or questions, please contact Janine Belzak:

janine@stjoesfoundation.ca

905.522.1155 ext. 32951

St. Joseph's Spirit of Hope Awards

CALL FOR NOMINATIONS

St. Joseph's Mental Health Spirit of Hope Awards honour and celebrate an individual, youth, group or organization that has overcome mental health concerns or addiction challenges; or has made impactful contributions to the mental health care and/or addiction field.

NOMINATION DEADLINE Monday, April 4th, 2016

For full award criteria and to download the nomination package visit www.stjoesfoundation.ca/mentalhealthmorning

World Kidney Day

Highlighting St. Joe's Kidney Care and Research

World Kidney Day is an international awareness campaign that reminds us about the importance of our kidneys. Our kidneys remove toxins and waste from our bodies, produce hormones, and regulate fluid and mineral levels in our body. Without the function of their kidneys, patients are placed on dialysis – a medical system that artificially replaces vital kidney functions.

In celebration of World Kidney Day on March 10th, our nephrologists, laboratory scientists and students hosted an event that highlighted the innovative kidney care and research that our institution provides. Nearly 1.3 million Canadians suffer from moderate to severe forms of kidney disease. Across Canada, approximately 23,000 people are currently on dialysis.

As national leaders in kidney care and research, St. Joseph's Healthcare Hamilton is home to one of the largest regional kidney programs in the province. Our hospital supports over 2,000 patients with end-stage renal disease and operates four dialysis clinics at Charlton Campus, King Campus, Six Nations Health Services and the Brant Community Healthcare System. We are also home to the second largest kidney transplantation program in Ontario – conducting over 100 kidney transplants per year and following over 1,200 successful transplant patients.

The partnership between St. Joseph's Healthcare Hamilton and the Niagara Health System allows our organizations to serve patients from across the Hamilton-Niagara-Haldimand-Brant LHIN. Together, both organizations form one of the largest regional renal programs in the country, providing hemodialysis to over 850 patients in hospital, and home dialysis to over 240 patients across the region.



World Kidney Day



World Kidney Day



Dr. Rick Austin kicks off our World Kidney Day event in the Campbell Auditorium



Dr. Christine Ribic discusses new practices in kidney transplantation

World Kidney Day

Highlighting St. Joe's Kidney Care and Research

Our World Kidney Day event also focused on our leadership in kidney research. In collaboration with the McMaster Division of Nephrology, kidney research at St. Joe's has rapidly expanded across Hamilton. We are the home of the Hamilton Centre for Kidney Research (HKCR), which combines expertise in clinical and basic research to reduce the risk of kidney disease and its complications. Over the last decade, the HKCR has developed from a single nephrologist to include four Clinician-Scientist Investigators, four PhD scientists and more than 45 research staff and trainees.

The event highlighted some of the new strides made in kidney disease research at St. Joe's. Dr. Christine Ribic spoke about how new advancements in transplantation result in a faster, safer and more accessible kidney transplantations for those receiving transplants within Canada. Dr. Gabriel Gyulay discussed how new laboratory findings at St. Joe's can lead to novel treatments for vascular calcification – a common complication of kidney disease that results in the hardening of blood vessels. Graduate students Richard Van Krieken and Zahraa Mohammed-Ali presented their research on diabetic kidney disease and cardio-renal syndrome – showing how kidney disease affects the body at the cellular level.

New research on kidney disease and its complications will help nephrologists and clinicians in our Hospital to provide better and safer care for patients diagnosed with these ailments. The impact of such investigations will also lead to new treatment development and clinical interventions for those diagnosed with reduced kidney function across Canada.

Nearly **1.3 million Canadians** suffer from moderate to severe forms of kidney disease.

Every day, as many as **15 Canadians** learn that their kidneys have failed.

Approximately **23,000 people** are currently on dialysis across the country.

St. Joseph's Healthcare Hamilton

Over **1,200 transplant patients**

We do approximately **100 transplants** per year.

Approximately **500 dialysis patients** at Charlton & King Campuses, and Six Nations & Brantford

35 inpatient nephrology beds, **7 transplant beds**

174 patients on home dialysis

Niagara Health System
Système De Santé De Niagara

Approximately **350 patients**

30 inpatient nephrology beds

66 patients on home dialysis

For more information about St. Joe's Kidney and Urinary Services visit: www.stjoes.ca/hospital-services/kidney-urinary-services

For more information about St. Joe's Kidney and Urinary Research visit: www.research.stjoes.ca/about-us/kidney-urinary

HMECU members are invited to attend

HMECU's 81st AGM

Michelangelo's Banquet Centre
1555 Upper Ottawa St, Hamilton ON
(between Stone Church Rd E & Rymal Rd E)

Wednesday April 13th, 2016 at 6:30pm. Registration begins at 6:00pm.

Special Business

Approval of proposed by-law amendments. Please email JSwing@HMECU.com to receive a copy in advance of the meeting.

No cost to attend

Door Prizes!

HMECU Healthcare and Municipal Employees Credit Union™

HMECU
St. Joseph's Hospital Staff Branch
Room G1104 or call ext 32910
www.hmecu.com

HOURS OF OPERATION
Mon, Tue, Thu, Fri..... 8:30am to 4:30pm
Wednesdays..... 10:30am to 5:00pm
Closed daily from..... 1:30pm to 2:30pm

St. Joe's Spotlight

Our new Chief of Staff, Dr. Tom Stewart

Dr. Tom Stewart was appointed the new Chief of Staff at St. Joseph's Healthcare Hamilton in October 2015 as a continuum of St. Joe's partnership with Niagara Health System (NHS).

A first for St. Joe's, Dr. Stewart has a joint role as Chief of Staff at both St. Joe's and NHS to continue to establish a positive and safe patient experience, an engaging environment for current and new physicians, as well as to use the leverage of each organization's strengths to bring better care for the people in both communities.

We have taken the opportunity to help staff, physicians, learners, and volunteers at St. Joe's 'get to know' Dr. Stewart a little better by asking him a few questions...

What do you enjoy most here at St. Joe's?

Through the few months of working here, I have come to realize that there is something truly unique about St. Joe's. It is full of culture and has a strong belief in the commitment of caring. Everyone here is very welcoming and encompasses 'other-centeredness,' which I think stems from the Sisters of St. Joseph. All of the employees here have the spirit that we are in it together, which makes it feel like home.

What do you do during your off time to relax and balance a job that can be very stressful?

In better weather months I love to golf. In addition, I enjoy regular exercise with my family and friends. We have a large circle of friends and we really enjoy having social time and spending time together as a family. However, this is a real life changing year, my son is in his first year of university and my daughter is in grade 10 right now, so that makes the house a little quieter.

What is a motto you try to live by, and/or a famous quote you enjoy?

An idea that I take to heart, that I believe is a mindset at St. Joe's, is we always have to love our job because it's where you spend most of your time. I really believe most people go into health care because they are 'other-centred'; they really care about others. If you go to work asking yourself and acting on, "What I can do to make someone else's day better?", you're going to leave that day feeling happier. If you go in thinking, "What can people do for me?" you're going to come out miserable because it will never be enough. The other quote I enjoy is all about trying things. Winston Churchill said, "Success is stumbling from failure to failure with enthusiasm," so I bring a lot of energy and enthusiasm in everything I do. I'm not afraid to try different things because mistakes are going to happen, but it's important to make changes in order to innovate, and then evaluate if it was the right choice, and if not, move forward in a different direction. ●



Dr. Tom Stewart, Chief of Staff at St. Joseph's Healthcare Hamilton

WELLNESS WEDNESDAYS

A NEW SERIES ON AM900 CHML
WEDNESDAYS 7-8PM
#WELLNESSWEDNESDAYS

Proudly sponsored by St. Joseph's Healthcare Hamilton

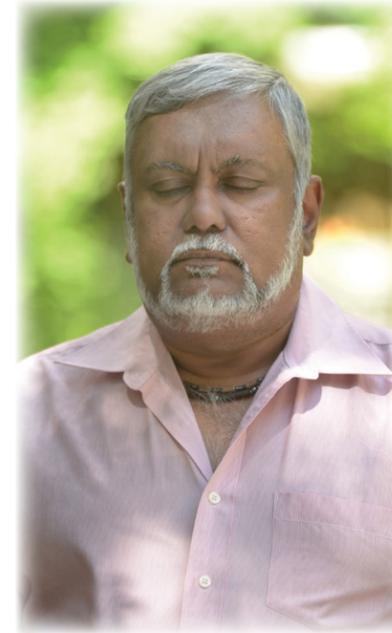
Healthcare experts from St. Joseph's Healthcare Hamilton and other members of the mental health community join each week to share insight, stories and advice.

Join the #MentalHealth conversation by following us on Twitter and using the hashtag #WellnessWednesdays

@StJoesHamilton
 @AM900CHML
 @TedCHML

Wellness Story of the Month

Eat well, Be well



"I have been practicing meditation for about three years on a daily basis at home. When I discovered that there was a mindfulness practice at St. Joe's, I was thrilled to participate."

"I always make it a priority to attend the meditation sessions at work despite a busy schedule. I consider the practice as a chance to recharge my batteries, and each session has supplemented and strengthened my mindfulness practice."

"Awareness is giving undivided attention to the present moment – the only moment that truly exists, this is mindfulness meditation. There is no right or wrong way to practice. You do not need experience."

Just let it happen. //

- Padman Jayaratne, Clinical Microbiologist, Hamilton Regional Laboratory Medicine Program, St. Joseph's Healthcare Hamilton

To celebrate March Nutrition Month, Employee Wellness encourages you to practice mindful eating. Mindful eating is allowing yourself to become aware of the positive and nurturing opportunities that are available through food preparation and consumption by respecting your own inner wisdom. Someone who eats mindfully directs his/her awareness to all aspects of food and eating on a moment-by-moment basis. To read more on mindful eating or to join a mindfulness session, please visit our webpage below.

The Employee Wellness Watch & Win contest is back! Every time you watch a video, you are entered to win one of two \$50 grocery gift cards. Contest details can be found on our webpage below. ●

St. Joseph's Healthcare Hamilton | Employee Wellness Program



Find a list of resources and schedules at:

- MyStJoes > Employee Wellness
- wellness@stjoes.ca
- 905.522.1155 ext. 37689

Healthy Choices Watch & Win Contest

From March 7 - 31st, every time you watch a video you are entered to win 1 of 2 \$50 grocery gift cards.

Therapeutic Recreation *Illuminating your abilities*

February was Therapeutic Recreation Awareness Month. The purpose of Recreation Therapy is to enable all individuals to achieve quality of life and optimal health through meaningful experiences in recreation and leisure. Recreation Therapists are University or College trained in Therapeutic Recreation and provide services that are guided by standards of practice, evidence based research and the code of ethics as defined by the professional organization, Therapeutic Recreation Ontario (TRO).

Some of the strategies used by Recreation Therapists help to:

- Improve physical and cognitive abilities
- Increase confidence and self esteem
- Foster greater involvement in the community
- Strengthen interpersonal skills and relationships
- Improve coping and adaptation skills
- Realize the benefits of a healthy leisure lifestyle

At St. Joseph's Healthcare Hamilton Therapeutic Recreation is provided in a variety of inpatient and outpatient Medicine and Mental Health and Addiction Program settings with interventions and opportunities provided on site and in the community. Community experiences support the individuals' transition to independence in recreation and leisure.

In February a number of events were hosted to acknowledge Therapeutic Recreation:

Mental Health and Addiction Rounds:

Outcomes of Recreation Therapy Interventions: Data Collection Methods and Evaluating Results.

Weekly Lunch and Learn Sessions:

Provided TR staff with the opportunity to share among their peers and TR students, research in TR, program outcomes, new initiatives, and program developments.



 A client with their 'Journey to Wellness' art display

Journey to Wellness:

A Mental Health Art Exhibit featuring patient art work from Therapeutic Recreation Programs. Patients were asked to submit their works of art from a variety of mediums which were displayed for the day in the foyer at the West 5th Campus. Many pieces of art work and writings were on display. Patients also participated by being at the exhibit to speak about their art work. They noted the experience to be very rewarding and enjoyable. Many would like to be involved again next year. ●

For more information contact Susy Marrone, Senior Recreation Therapist and PPA, Charlton Campus:

 905.522.1155 ext. 33963

 SMarrone@stjoes.ca

St. Joseph's
Healthcare Hamilton
FOUNDATION

Payday Payouts is now sold out!

More tickets will be available in April, so stay tuned for the new enrollment form.

PAYDAY PAYOUT LOTTERY WINNERS

February 12, 2016

Sejal Bhatt
Pharmacy
Charlton Campus
\$8,482.50

February 25, 2016

Sharron Shaw
Post Anaesthetic Room
Charlton Campus
\$8,404.50

March 11, 2016

Wendy Carter
Housekeeping
Charlton Campus
\$8,359.59

connections

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

Send your comments,
suggestions or story ideas to:
Public Affairs Department
Tel: 905.522.1155 ext. 39152
Email: dmclory@stjoes.ca

Connect with us:
www.stjoes.ca

 @STJOESHAMILTON
 St. Joseph's Healthcare and Foundation
 St. Joseph's Healthcare Hamilton
 St. Joseph's Healthcare and Foundation
 stjoeshamilton



PDM Project Update for Provider Portal Users

The Patient Document Management (PDM) system has been available for clinical use since October 1st 2015. During this time, we have scanned over 4 million pages of patient documentation across all Campuses of St. Joseph's Healthcare Hamilton. The PDM project team would like to extend our thanks to all clinicians who now access patient historical documentation online.

Since our *October Go Live*, several of you asked for changes to be made to the system. The list below outlines the key items requested and the PDM team response to your requests. Also, we have enhanced the PDM online documentation significantly to reflect these changes and would ask that you take time to explore the resources on the MyStJoes intranet by clicking on the PDM button located on the MyStJoes homepage. To access the MyStJoes PDM page directly, please visit <http://mystjoes/info/patdocmgt/default.aspx>



PDM UPDATES

You Asked	We Delivered
To reduce the turnaround time for charts to be scanned into PDM	<ul style="list-style-type: none"> Improved scanning vendor turnaround. All documents online within 24hrs (max.) For details, please refer to the Chart Turn Around Time For Document Scanning available on the MyStJoes PDM page.
How to use PDM more effectively within Outpatient Clinic areas	<ul style="list-style-type: none"> Eye Clinic and Specialty Programs workflow analysis and development of decentralized chart view for clinicians. Rolled out to Fracture clinic with plans to implement across all outpatient areas
For technical improvements	<ul style="list-style-type: none"> Resolution of portal performance lags & outages Successful deployment of PDM under IE 11 and St. Joe's Hamilton Citrix environments Changes so sessions do not time out when editing documents
For after-hours support for urgent chart requests	<ul style="list-style-type: none"> Bed Allocation staff trained to respond to urgent chart requests after 2300 hours daily
For additional education	<ul style="list-style-type: none"> 70+ "road shows" and numerous one-on-one sessions. If you would like to sign-up for a one-on-one please contact Health Records at Ext. 33823 Enhanced PDM page on MyStJoes with over 40 resources for your reference
To keep the previous documentation in the paper chart when a patient transitions between levels of care	<ul style="list-style-type: none"> Change in chart dismantling standard operating procedure to include; <ul style="list-style-type: none"> Emergency Department charts now remain with InPatient chart until discharge InPatient charts now remain available when patient transfers to Rehab or Complex care
For help with using the text box feature when updating a document	<ul style="list-style-type: none"> Hands on sessions are available upon request, please call Ext. 33951 How to Complete my Chart - Interactive eLearning is available on the MyStJoes PDM page. This tool will assist with learning how to insert and edit a text box

PDM Updates *continued ...*

You Asked	We Delivered
<p>To resolve issues with logging into the system</p>	<ul style="list-style-type: none"> • Faster processes to modify system access in all scenarios; • Network access – this is your active directory account and what you use to access your St. Joe's email. Access to the St. Joe's network is automatically configured when you join the organization • Provider Portal access – this is your Portal ID assigned when you requested Provider Portal access. As part of the PDM go live preparation, all active Portal users were set up with access to PDM • If you sign documents, you will need to establish a signature password within the PDM system for this purpose. Please refer to the How do I get Access to PDM and Reset my Signature Password document on the PDM page
<p>To access the system remotely</p>	<ul style="list-style-type: none"> • Citrix Installation Guide for PC, Citrix Installation Guide for Mac and How to Access PDM Once Citrix is Installed are available on the MyStJoes PDM page
<p>For additional tips and tricks</p>	<ul style="list-style-type: none"> • Tips and Tricks guides that include instructions for Launching Multiple Sessions, Chart Completion User Manual, advanced search techniques, etc.

Still to Come

- Continued deployment of PDM to outpatient areas
- Continued real time integration of systems to PDM including; Radiology, Nephrology Information System, Respiriology, ICU system, OR system, Clinical Connect, Patient Link, etc.
- Functionality enhancements including:
 - Printing of documents from PDM in clinical areas
 - Expand ability to edit documents to non-credentialed clinicians
 - Investigating feasibility of implementing improvements in discharge summary face sheet to support electronic form completion vs. text box entry

Questions?

As always if you require additional help or cannot locate a document you require, please contact:

- The Health Records Department at your Campus: Charlton Ext. 33415, King Ext. 34806 or West 5th Ext. 36245
- The ICT Service Desk at Ext. 33040 (available 24x7)
- Call the PDM Hotline (Monday to Friday | 0900 to 1700) at Ext. 33951 or email pdm@stjoes.ca
- The team has enhanced the PDM page with links to many helpful tools.

Please visit <http://mystjoes/info/patdocmgt/default.aspx>