

# Baycrest Matters

A bi-weekly update for Baycrest staff, families and clients

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Baycrest is fully affiliated with the University of Toronto.

## Recognition and Rewards a heartfelt event

**P**eer recognition is the most sincere and warmest kind of recognition. The 2008/2009 Recognition and Rewards Program Annual Awards, one of Baycrest's favourite traditions, was held on Thursday, January 22 in Wortsman Hall. Each presenter spoke with

heartfelt sincerity when describing their colleague and listed the many reasons they were worthy of their award, and every deserving recipient was genuinely moved to have been nominated. Baycrest is proud to announce this year's recipients:

### Excellence in Leadership

**Sharon Fiorelli**, registered nurse and team leader, 3 West, was nominated for Excellence in Leadership by her colleague **Choi Tamkei**. "Sharon is a strong, steady as she goes type of team leader. She exudes

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Nominated by Terraces resident Alexander Hefter, the **Terraces Food and Nutrition Services** were the winners of the Group Achievement Award. Pictured here are (top to bottom, left to right): **Paula Mauricio, Dorota Wcislo, Maria Molittierri, Carmen Mangal, Vincenza Longo, Diyana Zubunyan, Maria Caiarallo, Concetta Dipiero, Lina Rubinshteyn, Teresa Scoziello, Mara Gokban, Rudy Meszaros, Luba Chalmiev, Frances Usher, Izolda Shalmiev, Rachamin Friedman, Silvana Cirlincione, Sharon Bizouati and Marina Israelov**. Absent: **Carlo Rodrigues, Kyle Jimeno, Ana Maria Carvalho and Mara Rotstain**.

**Baycrest**

Enriching Care  
Enhancing Knowledge  
Enlightening Minds

## Recognition and Rewards...continued from page 1

confidence, is very competent and empathetic to both her colleagues and the clients," said Choi in the nomination. The award was presented by registered practical nurse **Elaine Rozzler**.

**Lisa Sokoloff**, interprofessional team coach and project coordinator, Mental Health Guidelines Pilot Project, was the second recipient of the Excellence in Leadership award. She was nominated by **Dr. Maria Huijbregts**, director, Quality, Risk and Patient Safety, who also presented the award. "Lisa has been in this position since March 2008, and already has made a tremendous difference in facilitating inter professional collaboration in the Apotex teams (Apotex 3 and 6) who work with residents with serious mental health and behavioural problems," said Dr. Huijbregts. "It is an honour to present her with this award."

### Group Achievement

When Terraces of Baycrest resident Alexander Hefter nominated the **Terraces Food and Nutrition Services** for this award, he described the staff as a dedicated group of good people taking their job seriously, in all aspects of their job description including preparation, serving and communication "and almost pleasing all of us at the Terrace with every request or special need." When he presented the group the award, he joked "when you are our age and living in a place like the Terraces, food is a big topic of discussion."

**7 West, Baycrest Hospital** was nominated by the Infection Prevention and Control team for their outstanding work in infection prevention and control measures, which increases quality of life for patients. "This is a cohesive group of professionals who are always a pleasure to work with," said **Heather Candon**, infection control practitioner, who presented the award. "This group goes above and beyond in

ensuring that there is no transmission of infections like MRSA from one patient to another."

### Excellence in Sharing Learning

Nominated by social worker **Arlene Consky**, Geriatric Psychiatry Community Service, KLARU research assistant **Renee Climans** was a recipient of the Excellence in Sharing Learning award for her involvement in continued learning at Baycrest. Renee takes on different areas of group work such as the online groups in KLARU, memory intervention program and the various spousal caregiver groups. She recently published a paper on the facilitator's experiences of online groups and has published several other articles including one on challenging families and has presented at various conferences locally and internationally.

Senior occupational therapist **Lynda Dunal** was nominated for the Excellence in Sharing Learning award by her peer nurse clinician **Sandra Law**. "I have had the extreme pleasure of working with Lynda on various projects such as least restraints and falls prevention. Lynda comes with a wealth of knowledge and is always willing to learn more. Lynda constantly shares new information as she receives it and explains materials in a way that is thoughtful and provoking," said Sandra. The award was presented by Patient Safety and Risk specialist **Eileen Chang**.

For **Tram Le (Brenda)**, an intern registered nurse at the beginning of her career, **Margaret Huggins** is such an inspirational nurse. "Although Margaret is not my mentor, she often teaches me in detail procedures and other educational information. She is devoted to staff and clients and is always compassionate towards others," said Brenda in her nomination for Excellence in Sharing Learning. "I hope that by the end of my career, I will be just like Margaret, a superb

nurse." The award was presented to Margaret by 4 East / West program director **Judith Thompson**.

For many of his students, **Dr. Guy Proulx**, director, Cognitive and Behavioural Health Program, was the professor who really made the field of Psychology interesting in an applied sense. He was nominated for the Excellence in Sharing Learning award by students Anna Nixon and Kara Hawkins. "He made it more than books and papers. Dr. Proulx encouraged me to apply to Baycrest through my co-op program, to see the application of what he was teaching me, to make it real," said Anna. "Not only does he captivate his students in a formal learning environment at York University and the University of Toronto, Dr. Proulx realizes the importance of sharing knowledge in an informal and more "real world" fashion. It is for this reason that many of his students have had the opportunity to become part of the Baycrest family, and often times do not want to leave," added Kara, who presented the award.

In his opening remarks, Baycrest president and CEO **Dr. Bill Reichman** welcomed all award recipients, nominators, fellow staff members and special guests, and cited the Recognition and Rewards Program winners as true examples of living Baycrest values. The event was facilitated by Master of Ceremonies **Pat Howard**, director, Organizational Effectiveness and was wrapped up by **Joni Kent**, vice president, Human Resources and Organizational Effectiveness.

The Recognition and Rewards Program is partially supported by the Anna and Frank Schipper Endowment Fund. These awards continue to recognize exceptional staff members who live the Baycrest values: compassion, advocacy, respect and excellence. **BM**

# Daylong dash through the Brain Sciences

By Jim Oldfield

**S**unnybrook and Baycrest researchers gathered in Sunnybrook's McLaughlin Lecture Theatre on Thursday, January 8, for the inaugural Baycrest-Sunnybrook Neurosciences Research Day. More than 30 scientists presented their research, in 15-minute morning presentations and five-minute afternoon "speed talks."

The event provided attendees with an intensive overview of research at both sites, and a forum for collaboration among scientists at the two institutions, which share a productive partnership stretching back 20 years.

"I thought the day was a smashing success," said **Dr. Donald Stuss**, vicepresident of Research at Baycrest and a professor in the departments of medicine (neurology and rehabilitation science) and psychology at the University of Toronto. "Based on comments I heard, many people didn't know how much was going on not only in the other institution, but in their own. I think a lot of people were surprised at the depth and breadth of the research."

Participants heard talks on obesity and related disorders as risk factors for cognitive decline and dementia; hearing with two ears and how it changes with aging; and clinical trials on the psychological treatment of obsessive-compulsive disorders and continuation of antidepressant medication following traumatic brain injury. They also saw presentations on stroke, Alzheimer's disease and new imaging techniques that are enabling scientists and clinicians to translate brain sciences research into patient care, among others.

**Dr. Sandra Black**, director of brain sciences research at Sunnybrook Research Institute (SRI) and clinician scientist at Baycrest's Rotman

Research Institute, who works closely with Stuss and other researchers at both institutions as Sunnybrook site director in the Heart and Stroke Foundation's Centre for Stroke Recovery, was also moved by the research showcased at the event. "There was some information overload, but it was truly impressive to see the work going on at our two sites. I hope some ideas for collaboration emerge from knowing what others are doing, and that people get new ideas for their own work," said Black, who is also a professor in the department of medicine (neurology) at the University of Toronto.

Attendance was strong throughout the day, peaking at about 100 after the two-hour lunch break, during which participants had a chance to network with each other and view research posters presented by young researchers from both sites.

Stuss, also an associate scientist in imaging at SRI, credits Black's

Sunnybrook staff for organizing the event, together with administrators from Baycrest, and he and Black are looking toward next year's event to refine the presentation format. Stuss likes the evolving shift toward a model that favours short talks rather than long, noting that it is an effective structure for covering a lot of material. He and Black might incorporate time for some discussion between the speed talks next year, but Stuss said he's often surprised at how well short talks work, and this event was no exception. "Sunnybrook and Baycrest have had a wonderful relationship," said Stuss, "and this day was a good exemplar of the outcome of that relationship—something very tangible and positive."

*Jim Oldfield is a communications officer at Sunnybrook Research Institute, Sunnybrook Health Sciences Centre.*



Photo courtesy of Doug Nicholson

Rotman scientist **Dr. Sandra Black** and **Dr. Donald Stuss**, vice president, Research, at the inaugural Baycrest-Sunnybrook Neurosciences Research Day.



## Worth Repeating: Here is the latest edition of Bill's Journal

January 23, 2009

*Dr. William E. Reichman, Baycrest president and CEO*

**W**e are only a few weeks into 2009 and it is clear that this will be an exciting, but challenging year for us.

Our Strategic Plan, thanks to the input of literally hundreds of people including staff, is taking shape. About a week ago the draft went to the Strategic Planning Committee of the Board for review and they provided some excellent feedback that is now being incorporated. The emerging plan, which evolves from our previous effort, takes into consideration the changing landscape in the field of aging and the strengths that Baycrest has gained over the past five years. The revised emphasis is on Baycrest taking an even greater leadership role in optimizing the journey of aging through new innovations in clinical programs and achieving and demonstrating true excellence in care, research and education.

Once the Board approves the plan in late February, we will still have a lot of work to do. We have to define specific, measurable performance objectives and clearer accountability for achieving our goals at all levels of our organization. Every single one of us must feel that we are aligned

with what we are trying to achieve at Baycrest. We must each accept responsibility for doing our part to help Baycrest take the best possible care of our clients and to maintain our organization as one that stands for excellence. Every job, every role, every person will determine our success. There is no Baycrest without every single one of us giving our all.

As exciting as our future is, we cannot however ignore the immediate fiscal challenges that the struggling economy is putting on every industry, including healthcare. Such a serious reality makes our Strategic Plan of even greater critical importance as it defines for us exactly where we want to go - something that will help steer us through both calm and stormy weather. And today, quite bluntly, we are in very turbulent times. Donors are much more conservative; our investment portfolio has been impacted significantly for the worse; and government's ability to meet funding commitments is uncertain to us.

When we saw this reality starting to unfold in early fall, we acted quickly. We put restrictions on discretionary spending and implemented very tight checks and balances on every decision that relates to resource allocation. There is no doubt that

acting quickly was the prudent step to take. We also started talking with government about this financial challenge and what it means to our ability to play such an important role in providing leadership to the health system. Whether we were in this economic downturn or not, it is critical for Baycrest to be front and centre with government profiling the innovation that has been made possible by such a supportive community and how it has benefited the entire province. If there was ever a time to get that message across, it is now.

The really challenging part about what is happening is that no one really knows how long the economic downturn will last and how deep it will go. That means we must continue to be extraordinarily cautious with our spending and of course, examine every possible opportunity for new revenue which is very challenging in this uncertain economic environment. Our Board is not only paying special attention to this situation, but playing a very active role in identifying opportunities to address this challenge.

Today and for the foreseeable future, we must

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## The economic meltdown: Financial Post reporter gets an earful from Terraces residents

**F**inancial Post reporter Garry Marr visited the Terraces of Baycrest to find out what Canada's seniors think about the deepening economic recession and the lessons that can be learned. His findings were featured in an article in Saturday's edition.

A group of residents engaged Marr in a lively discussion about how today's younger generation is addicted to credit cards, over consumption, and spending beyond their means. The group, which included Jean and Milt Goldstein, Helen Cornfield, Ralph Etigson and Freda and Morris

Brown, expressed dismay with how younger folks seem to be comfortable with carrying a lot of debt, spending four dollars on a coffee and eating out frequently at restaurants. It is this mindset - a laissez-faire attitude with money and credit - that is at the root of the world's economic woes today, they say.

Some in the group lived through the Great Depression and recall those very difficult times as an important lesson for how to manage money responsibly and carefully live within one's means. The word "debt" was a dirty word back then and to be avoided at all

costs. In their day, if they wanted to buy something - they saved for it!

Their comments were included in a special series of articles on "debt", currently appearing in the Saturday, January 24 Financial Post section of *The National Post*.

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Worth Repeating:...continued from page 4

really hold the line on expenses. We have asked every leader to not only live within their budget, but, to work to reduce their expenditures. That means having to make tough decisions - in some cases our staff cannot go to the educational conferences that they have in the past; we are critically reviewing every position that becomes vacant; and we are delaying purchases wherever we can, just to name a few examples. The storm will clear in the future, but given what we are facing right now, we must confront inevitable changes and sacrifices that will not be easy for all of us to accept. This will, and must be, a year of serious "belt tightening". I am very confident that such prudent

action will mean we will come through this successfully, and perhaps stronger.

We know that "belt tightening" is only part of the solution. Another important aspect, as I have mentioned, is for us to ensure the government understands how unique and special Baycrest is to the field of aging and how, with their support, we can do even more to help address health system challenges. I have been spending a lot of time in such discussions and I am hearing that people have a new appreciation for Baycrest as a provincial resource.

So, as I said at the outset, this will certainly be an exciting but very challenging year. It is

important to remember that we are not alone in facing this challenge - nearly every organization is struggling with their deteriorating financial reality. Baycrest is however unique in many ways, not the least of which is its ability to conquer such serious challenges and continue to move forward in achieving its vision. I am absolutely confident this situation will be no different and we will emerge successfully.

**Bill**

<http://intranet/ceo/>

# Baycrest watches **history** unfold

**T**aking a few minutes away from their daily routine, Baycrest staff, volunteers and clients watched history unfold on January 20 to witness the inauguration of Barack Obama, the first African American president of the United States. While they were much warmer watching the event in Loftus Hall or on televisions on the floors than the millions of people gathered on the National Mall in Washington D.C., they were no less moved.

"This is a historic day. The last time we gathered around the television was September 11, 2001," remarks **Kelly Connelly**, senior media officer. "This is a much more joyful event of historic proportions that impacts not only our American neighbours but our own country and the rest of the world. We will all remember where we were on January 20, 2009."

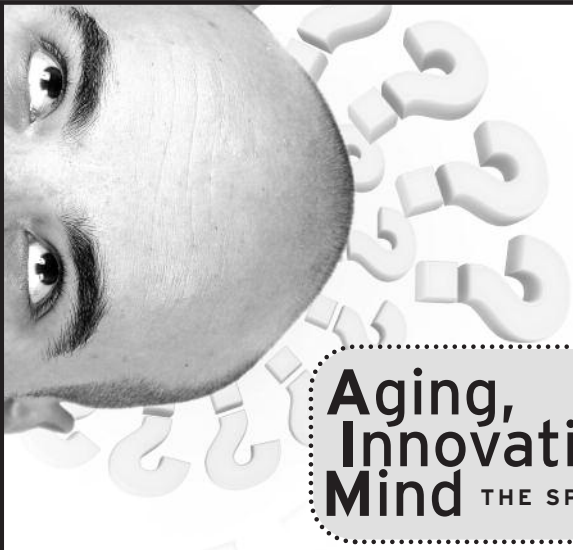
**Althea Shaw**, registered practical nurse, 6 West, was so grateful that staff had the opportunity to watch the inauguration, she personally thanked **Dr. Bill Reichman**, Baycrest president and CEO. "This is one of the reasons why I love working here at Baycrest – it is the respect for others, honouring diversity," she wrote in an e-mail.

Brain Health Centre Clinics nurse clinician **Mindy Halper** is from Chicago, Illinois, where President Obama served as Junior United States senator before running for president, and where his private residence is. "Being able to watch the inauguration is amazing. Obama is so bright and so articulate, but he represents hope and change across the world," she says. Fellow American **Dr. Michael Gordon**, program director, Palliative Care, agrees: "The inauguration was a moving event which I hope brings positive changes for the U.S. and the rest of the world."

Over at the Terraces of Baycrest, residents also grouped together to

watch this event, and it is clear from their reactions that they think their American neighbours chose the right man. "I think he's very clever. When he talks he makes you feel that he is sincere," comments Mrs. Anne Cooper. "I'm hoping and praying that he will make things a little bit better because whatever in the U.S. affects us here in Canada." Mrs. Chana Fish hopes his legacy will reach the Middle East: "Everyone likes Obama. I'm afraid for Israel, but I have a feeling he's going to make peace. "

"The Obama election represents our freedom of thought and our courage. It speaks to our pre-eminent dedication to enhancing the wellbeing of all persons across the globe," reflects Dr. Reichman. "I am now at Baycrest, because I (and my colleagues in the U.S. who encouraged me to come here) see this organization as having the potential to enhance the wellbeing of all aging persons worldwide." **BM**



**Baycrest**

**Aging, Innovation & the Mind** THE SPEAKER SERIES

**Age-Related Memory Changes: How your memory works**

Find out how your memory stores and retrieves information, the effects of aging on those processes and how certain types of memory hold up better than others in later life.

**Thursday, February 26th, 2009 7:00 - 8:30 p.m.**

Winter Garden ~ Baycrest ~ 3560 Bathurst Street, Toronto  
Free admission and parking ~ Light refreshments  
Limited seating. RSVP by February 19th

**416.785.2500 ext 6218 or e-mail: [speakerseries@baycrest.org](mailto:speakerseries@baycrest.org)**

**www.baycrest.org**

**>>> GUEST HOST**  
**Dr. Marla Shapiro**  
Health and Medical  
Contributor for  
CTV's Canada AM

**>>> FEATURED SCIENTIST**  
**Dr. Fergus Craik**  
Senior Scientist,  
Rotman Research Institute

# Critical information at your fingertips

**W**hen a patient is in medical distress, even a few seconds can make a drastic difference when providing care. Before nurses and physicians can perform procedures like cardiopulmonary resuscitation or even administering a medication, certain information is needed to determine the next course of action. Going through the patient's health record to find this information can take up valuable time. After many months of collaborative development, Baycrest is introducing the first version of the Critical Information Viewer, a tool which puts critical patient information literally at your fingertips.

"The Critical Information Viewer is an additional component to Meditech which provides vital information almost immediately," explains **Conrado Miranda**, manager of Informatics, Health Records & Client Registration, e-Health Program. "When logged into Meditech, the nurse or doctor clicks on Patient Care Inquiry (PCI), then onto the Critical Information Viewer. This will save the care provider significant time."

This tool was developed with considerable consultation and feedback from nursing staff, allied

health staff, physicians, and program and unit directors; analysis and redesign of practice, workflow, and screens in Meditech and tool design by Informatics, e-Health Program staff; and design, development, and programming by an external vendor, highly respected in the Meditech consulting and third party product development environment.

The Critical Information Viewer will enhance client care through quick access to critical information, which includes:

- Name, age, language
- Code status
- Allergies (known, other)
- Contact person to notify, Power of Attorney/Substitute Decision Maker
- Additional contacts and next of kin
- Precaution Status
- Patient weight

The main reasons for developing this tool include:

- meet clinical staff's needs - easy access, all critical information in one place, and easy to learn
- multi-discipline feedback helped in development of tool - physicians, clinical staff, e-Health Informatics, vendor modification of product (enhancements, custom

programming)

- standardized collection of information - common place to enter, common place to view, common definitions (DNR, Allergies known and other, etc.)
- potential to improve quality of the data entered as it now must be entered consistently and accurately
- Accreditation compliance

From Monday, January 26 to Friday, January 30, Informatics staff will visit individual care units to distribute instructional materials, assist staff in the use of this tool, and answer questions staff might have about its use. After January 30 you may reach Informatics staff, as always, by calling Customer Support & Services' Helpdesk at extension 4357, and selecting option #3.

This initiative received direction from the Critical Information Screen Workgroup, sponsored by **Laurie Harrison**, vice president, Corporate Services **Dr. Joy Richards**, vice president, Collaborative Practice, Quality and CNE, with project management provided by **Conrado Miranda** and **Dr. Maria Huijbregts**, director, Quality, Risk and Patient Safety. **BM**

## Correction

A few facts were wrong in the following piece that originally ran in the December 10, 2008 (Volume 4 Number 24) issue of Baycrest Matters. Here is the correct version:

## Checkmate!

Apotex 3 resident Mr. Jacob Katz, shows social worker **Lauren Colla** how to play chess, a game he has enjoyed

since his father taught him when he was only five years old. With the help of recreation therapist, **Cindy Kaiser**, Mr. Katz was instrumental in organizing the Evelyn Katz Memorial Chess Tournament (in memory of his late mother) and finished in second place. The other participants included Meyer Stein (first place), Jim Roe (third place) and Guy Troendlin, (fourth place) all from the community. Mr. Katz hopes the tournament will become an annual event, and his uncle is donating a trophy to the tournament.



## Announcing the recipients of the 2008/09 Alfred and Helen Krieser Family Award

The annual Alfred & Helen Krieser Family Award is available to provide physicians, nurses and allied health care staff with the opportunity to attend a workshop, conference or seminar in a subject related to their work or future career path.

Recognizing the vital role played by these staff at Baycrest in the provision of high quality of care to our clients, the Krieser family believes that staff should be encouraged to increase their knowledge and professional growth.

Congratulations to **Mindy Goodman**, nurse clinician, Memory Clinic, Brain Health Centre Clinics, and to **Anna Grinberg**, nurse clinician, Community Day Centre for Seniors, who will both use the funds to attend and present at the Making Moments Matter 09 - National Conference on Gerontological Nursing in Banff, AB in May.

We thank all of the applicants for their efforts and encourage all clinical staff to consider this opportunity next year.

## Announcements

Farewell to **Margaret Huggins** after 25 years of service to Baycrest as a team leader on 4 East, Inpatient Psychiatry. Margaret's colleagues would like to thank her for her

leadership, guidance, patience and most of all for being a team player. We will miss you and wish you a very happy and healthy retirement.

Congratulations to **Penelope Minor**, manager and professional practice leader, Nursing, on her marriage to Frank Villella. The couple eloped and exchanged their vows in a ceremony on the beach at the Royal West Indies Resort in Turks and Caicos on December 27. As we say at Baycrest, Mazel Tov!

After 23 years of service, Baycrest recently bid farewell to **Rosemary Fromm**, secretary for the Culture & Heritage & Therapeutic Recreation departments. Rosemary came to Baycrest from an agency in November, 1985, and over the span of her career, she also worked on call and in Public Relations (now Public Affairs). Good luck, Rosemary, and happy retirement.

## The Anne and Louis Pritzker Wellness Library Information Sessions Winter 2009

Monday, February 9  
1:30 - 3:00  
Wortsman Hall

**Mindfulness: An approach to effective coping with stress and chronic pain.**

**Looking for a new way to deal with stress?**

You are invited to participate in a session on mindfulness with Baycrest Research Fellow Michael Marxen, PhD,

Monday, March 9  
1:30 - 3:00  
Wortsman Hall

**How technology will impact the way you age**

Join Dr. Brian Richards Baycrest Psychologist for an important presentation on how electronic memory aids may help us remain independent as we age.

Monday, April 20  
1:30 - 3:00  
Wortsman Hall

**Seniors for Seniors**

**Junior Seniors Assisting Senior Seniors**

Barbara Burnett BSc.N Director, Community Relations, Seniors for Seniors will be at Baycrest to talk about her organization.

Junior seniors age 50 - 65 assist senior seniors (average age 85 - 90) as: Drop-In, Overnight & Live-In Companions, Homemakers, Home Cleaners, Handypersons and Companion-Drivers.

May and June Information Sessions are being planned!