

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.

Distinguished population neuroscientist joins Baycrest

Ever wonder how what your grandmother ate will impact how you age? Should you insist that your teenager ride his bike instead of driving him? How will your father's diabetes affect your own health, even though you eat right and exercise? **Dr. Tomas Paus**, a prominent researcher and pioneer in the emerging field of "population neuroscience" aims to answer such questions. On January 1, he joined Baycrest's Rotman Research Institute to study the impact of genes and environment on cognitive and brain health across the lifespan. Dr. Paus is the Joint Baycrest and University of Toronto Anne and Max Tanenbaum Chair, and co-director of the new Toronto Trans-generational Brain and Body Centre (TTBBC) - the first centre of its kind in North America.

Dr. Paus' research will shed light on what influences - genetics, lifestyle habits or just normal aging - are the



Dr. Tomas Paus, co-director of the new Toronto Trans-generational Brain and Body Centre.

best predictors of our aging experience.

As a brain mapping expert, Dr. Paus is conducting large population-based studies in Canada and the U.K., examining brain

maturation and cognitive development from childhood to adolescence in order to understand how environmental and genetic factors shape the human brain and cognition. He was most

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Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Distinguished population...continued from page 1

recently professor and chair in Developmental Cognitive Neuroscience and founding director of the Brain and Body Centre at the University of Nottingham in the U.K. while serving as adjunct professor of Neurology and Neurosurgery at McGill University in Montreal, where he spent 14 years prior to moving to the U.K.

Dr. Paus leads the TTBBC with his partner Dr. Zdenka Pausova, a scientist at The Hospital for Sick Children (Sick Kids). Trained in internal medicine and molecular and statistical genetics, Dr. Pausova's research interest is cardiovascular health in adolescence and how genes and environment together impact cardiovascular disorders such as obesity and obesity-associated hypertension.

The two scientists first collaborated on the Saguenay Youth Study (Quebec) funded by Canadian Institutes of Health Research (CIHR). This ongoing

study investigates the effects of prenatal exposure to maternal cigarette smoking on brain and behaviour and cardiovascular and metabolic health in adolescents (12 to 18 years of age) of the Saguenay Lac Saint-Jean region. The use of imaging reveals how both body and brain are affected, and one of the study's findings is that exposure to smoking may lead to drug experimentation.

After spending a few years abroad, both Drs. Paus and Pausova wanted to return to Canada, and Toronto was the ideal city for them to conduct their work on population-based studies of brain and body. Dr. Paus was already familiar with the Rotman Research Institute and had collaborated with **Dr. Randy McIntosh**, interim vice-president of Research at Baycrest and director of the Rotman Research Institute.

"By building the Trans-generational Brain and Body Centre here, we hope to take

advantage of Toronto's cultural diversity," says Dr. Paus. He plans to recruit multigenerational family members from various close-knit communities across the city to participate in studies to identify key environmental and genetic risk factors that compromise brain function.

"Working with multi-generational families should give us an edge for making predictions about the way in which an individual's genes and environment shape his or her brain and body over time. Our goal is to identify those individuals at risk and design interventions to increase brain and heart health of the young generation." **BM**

Private Companion Program

Baycrest is pleased to offer free educational opportunities in 2010 to Private Companions registered with the Private Companion Program.

Caring for Our Elders: Applying Cultural Values and Traditions into Daily Practice

Presented by:

Bianca Stern,
Director, Culture & Heritage at Baycrest

Our culture contributes to how we are in the world. It shapes our values and our identity. This course is designed to offer information, explanations and suggestions to support companions who care for Jewish seniors.

The following are the dates, times and places this training session will be taking place.

- January 18 9:00 a.m. – 12:00 p.m. – Posluns Auditorium
- January 25 9:00 a.m. – 12:00 p.m. - Posluns Auditorium
- February 1 9:00 a.m. – 12:00 p.m. – Wortsman Hall
- February 8 9:00 a.m. -12:00 p.m. - Wortsman Hall

In order to complete this course it is necessary to attend all four sessions. A Baycrest Certificate of Attendance will be granted upon completion.

Registration is required. Seating is limited.

To register please call Fran Cossever at 416-785-2500 ext. 3195 or e-mail fcossever@baycrest.org

Strategic Plan Update: Where we are in the journey

The roadmap

Our roadmap, or GPS as some refer to our strategic plan implementation strategy, is becoming clearer and clearer with the details we need to get to our ultimate destination - achieving our vision. It is not nearly enough to have goals articulated - we must know exactly what paths we will take and in what order.

The executive team is currently finalizing measurable objectives (MOs) for each goal and will be working with leaders and teams to move forward with implementation.

Two wildly important goals (WIGS) have been selected for the whole organization: Client Satisfaction and Employee Engagement.

In January and February, leaders are being trained in a method that will give them the skills to lead staff in driving us to the next level of excellence in terms of making this the most engaging place to work and ensuring that client and family satisfaction is stellar.

Living the Vision Tours - Share your thoughts about our vision with Dr. Bill Reichman

Baycrest President and CEO, Dr. Bill Reichman, attended his first Living the Vision meeting with Psychology and members of the self-management team last week. He will attend staff meetings across the organization over the next few months to discuss our vision - what it means to all of us; what it means to the people we serve; and, how each of us can make a difference.

Dr. Reichman is looking forward to meeting with as many departments as possible, so encourage your manager or supervisor to sign your team up for a meeting.

Managers/supervisors may invite Dr. Reichman to one of your upcoming staff meetings by calling **Pamela Freeman**, Executive Office, at ext 5441.

Poster Contest We have our teams, now it's time to get creative.

What will Baycrest look like in 2014? Eight Baycrest teams will tell us what their vision for Baycrest looks like through art.

Baycrest is partnering with students from the Communications Technology Program at William Lyon Mackenzie Collegiate Institute to help bring their ideas to life in a poster contest.

The teams met their artist on January 14 and the creative juices flowed.

Get ready to vote. The posters will be unveiled in March and all staff will be invited to vote for their favourite poster.

The winning poster will be officially announced on the cover of an issue of Baycrest Matters and used on the intranet, internet and in other ways throughout Baycrest. **BM**

Strategic Plan

What will Baycrest look like in 2014?

As a regular feature of Baycrest Matters, we ask staff members and volunteers what they think Baycrest will look like in 2014. Here is what they had to say - you can watch videos of these interviews online at baycrest@work:



Steve Carlson,
therapeutic recreationist:

In 2014, I think that Baycrest will continue to expand and grow in its client-centred approach, backed up by research, education and staff who are always self-reflecting on their own professional practice. As we continue on our vision to become world leader in the field of aging, we set a high standard of professional practice, delivery, and there is something human behind it.



Brenda Gasner-Lass,
Creative Arts Studio:

I believe in the next five years we will achieve the goal of being global leader in the field of caring for people in their journey through aging. Being a global leader means that other departments in similar institutions will want to learn from us and will try to emulate what we are doing. The Creative Arts Studio will continue to be innovative, working towards new programs and projects that will strengthen and maintain the brain of the aging adult.

Building momentum for Accreditation 2011

Our quality improvement journey is a daily one at Baycrest. During each three-year period we have the opportunity to showcase the daily efforts of how we deliver the highest standard of care and service to our clients through participating in Accreditation.

"We went through Accreditation in June 2008 and were full accredited. Now, we are building up momentum for Accreditation 2011," says **Dr. Maria Huijbregts**, Accreditation lead and director, Quality, Risk and Patient Safety. "Quality improvement is an on-going priority, and as we prepare for Accreditation we have a focused opportunity to see where we have improved and where we still need to improve. During this time, we measure ourselves against national Accreditation Canada standards of excellence and against our corporate goals."

Although this is a voluntary process, as an academic health care facility Baycrest is expected to participate in Accreditation for the hospital, long term care, community and ambulatory care programs.

What is happening now?

Although June 2011 seems like a long way off, work is already underway. Twenty teams have been established and include clinical care, support services, Executive, and Board teams. Teams are now completing a self-assessment which, along with the Strategic Plan goals, will help determine the focus of our quality improvement initiatives.

Dr. Huijbregts adds that while the Accreditation teams have defined

responsibilities, all staff members have important roles to play by filling in Worklife Pulse and Patient Safety Culture Surveys, and contributing to performance and quality initiatives in their work areas.

As part of the process, Accreditation Canada surveyors rate our performance based on a set of 31 specified Required Organizational Practices (ROPs) – essential Quality and Safety Practices – which must be fully accomplished by March 2011 in order for Baycrest to receive full Accreditation status.

Some of the recommended ROPs from the June 2008 Accreditation that we are focusing on include:

Medication Reconciliation:

Obtaining an accurate medication record is highly important when clients attend a clinical program, whether they come from the community, other health care facilities or even from another Baycrest area. To reduce or prevent potential medication errors and adverse drug events, Baycrest developed and implemented a formal, standardized Medication Reconciliation process.

The process is fully implemented at Baycrest Hospital on 3 West, 3 East, 4 East, and 4 West. Medication reconciliation will be rolled out to the rest of the hospital, Apotex, Terraces, and Ambulatory and Community Services areas by March 2011.

Education related to client safety:

Safety is everyone's business. Clients, families, private companions and staff need to be aware, informed and compliant with Baycrest policies on client safety. If you see a safety hazard

or potential risk events, you also need to know how to report it.

Quality, Risk & Patient Safety and Public Affairs launched a multi-media campaign for staff, clients, families and private companions in 2008.

Currently, several brochures related to falls, restraints, and other best practices are in development. To order staff and family safety brochures for your department, please contact **Terry Shurland**, Stores, at ext. 2079.

We are more effectively using the Safety Event Reporting System (SERS) to inform our quality initiatives such as falls, exit-seeking and other patient safety events. Many of the factors that lead to exit-seeking have been identified and we have improved client assessment, communications and technology issues.

We are examining individualized client-education related to safety to determine what resources are currently used, and what needs to be developed. This will ensure that client safety education will be more consistently built into each client's care.

Falls:

In December of 2008, the new Falls Risk Management Policy and procedure was formally approved and published on the intranet. Based on Falls Best Practice education, six pilot programs (6 West, 4 West, Apotex 5, Terraces, Diagnostic Imaging and Ambulatory Care) implemented best practice on their units. Staff from these units received training, follow-up support, monitoring and evaluated their work on implementing their goals. On the pilot units, this has led to an increased use of the falls risk

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Regrouping for Accreditation...continued from page 4

assessment and falls prevention strategies, improved documentation, and heightened awareness.

Falls best practice education for clinical and non-clinical staff through leadership education sessions, a toolkit, core curriculum and staff orientation will be rolled out to the rest of the organization by March 2011. This will help to further improve and sustain our practices and client safety in this area.

Infection Prevention and Control (IPAC):

IPAC has strengthened its internal communication strategies related to infection and prevention, and since February 2009, Baycrest has communicated infection rates and statistics to Accreditation Canada.

In addition to these initiatives, there are many other quality improvements under way at Baycrest.

Some of these include:

- implementation of the mental health best practice guidelines in the Apotex,
- a safe bed system initiative,
- incontinence care,
- restraint minimization and
- pain assessment management.

Did you fill out the Annual Employee / Physician / Volunteer Engagement Survey in November?

This survey is an important part of Accreditation and the action plans generated by survey results contribute to our strategic goal of being a workplace of choice where people can excel and achieve their personal best.

If you did complete the survey then you may have noticed the questions dedicated to patient safety - a key issue in our work environment. Your feedback in this area is extremely important. All staff will be invited to complete a full survey on patient safety in Spring 2010.

IPE experience on 3 West

Baycrest's second Inter-Professional Education (IPE) session took place on 3 West from November 3 to December 3, 2009, which was facilitated by **Sharon Faibish**, professional practice leader, Occupational Therapy and **Myrna Benderoff**, physiotherapist. Over four sessions, the students learned about each others' roles and discussed ways they can collaborate client interventions together. Pictured here are (left to right): Payman Amanat (dietician), Alexandra Wilson (Social Work), Alyssa Grove (Occupational Therapy), Sharon Faibish, Sandra Dueck (music therapist) and Myrna Benderoff. Staff who are interested in acting as facilitators for future student IPE tutorials or who are interested in learning more about student IPE opportunities should contact **Theresa Kay** at 2460.



Furry friends are valuable visitors

Each Friday morning, Apotex Centre, Jewish Home for the Aged resident Sarah Martin has a special visit with her four-legged friend, Gilmore. A beautiful golden retriever, Gilmore is one of several pet therapy dogs at Baycrest who regularly visits clients in the Apotex, Baycrest Hospital and the Community Day Centre for Seniors.

Pets at Baycrest are nothing new – for years, volunteers and family members would bring in their dogs to visit clients and cats, birds and fish can be found in both public places and on care units. Since 2007, a more formal pet therapy program, coordinated through Therapeutic Recreation and Volunteer Services, has been in place for dog visitors and their handlers.

Sarah sits in a chair so she can get close to Gilmore to pat him and offer him treats. Her face lights up as she gently speaks to him. Throughout the visit, Sarah has Gilmore's undivided attention. Gilmore's owner Dr. Ian Finkelstein, a chronic pain management specialist, enjoys sharing his dog's calming affect with others. Dr. Finkelstein takes a multi-disciplinary approach in his own medical practice, which includes pet therapy. He started bringing Gilmore to his clinic and saw the positive changes in his patients – their mood would be elevated, while their blood pressure and pain scale scores would decrease. "We knew Gilmore would be a perfect pet visitor for Baycrest, which has always been a significant place for our family," says Dr. Finkelstein. "When I put on the pink (volunteer) tag, Gilmore knows where we are going."

Therapy dogs at Baycrest are assessed by Therapeutic Paws of Canada to ensure that they would be appropriate for this environment. The dogs go through 12 different modules

to demonstrate they can remain in control in a variety of situations including: exposure to sudden noises; moving wheelchairs and walkers; people of all ages and group sizes; and getting along with other dogs. They also need to calm down quickly after getting excited. Therapeutic Paws also teaches the handlers signs of fatigue in their dog and to recognize when they had enough for one session.

Dogs will visit with clients individually or with small groups for about an hour. Volunteer coordinator **Janis Sternhill**, who used to bring her own dog Maxi to Baycrest, is thrilled with the success of the program and notes that the demand for dog visitors is high. "For clients like Sarah, the reaction to Gilmore is obvious, but for some non-communicative clients, the effect of a pet visitor is more subtle. The dog will bring them out in some

way, bring a smile to their face, or they will want to interact with the dog," she says. "The dogs bring joy to the environment and even make the staff feel happier – which ultimately leads to better client care."

If you or your family member would like a visit from one of Baycrest's therapeutic dogs, please speak to your therapeutic recreationist.

*If you would like your dog to visit clients at Baycrest, please contact Janis Sternhill at 416-785-2500 ext. 2575. All dogs need to be certified by Therapeutic Paws or a similar organization. **BM***



Apotex 3 resident Sarah Martin feeds pet visitor Gilmore a cookie. She looks forward to spending time with her furry friend every Friday.

Nominate your fellow staff members!

Recognize Excellence

Reward Outstanding Service

Acknowledge Exceptional Acts of Kindness



Celebrating Staff Excellence

If you know someone who goes above and beyond in their job, you can make sure they are recognized for their efforts.

Where to get and drop off the Nomination Forms:

- In Organizational Effectiveness Dept. in Room 2E22, 2nd floor, Hospital
- In the 'Speak Your Mind' boxes located near elevators and at the Khedive entrance

Categories include:

Monthly

- Outstanding Service
- Exceptional Acts of Kindness
- Passion for Learning

Annually

- Outstanding Innovation
- Excellence in Leadership
- Group Achievement
- Excellence in Sharing Learning

Nomination Forms can be dropped off in the Organizational Effectiveness Department.

**The Annual Awards Celebration will be held
January 27, 2010.**

Staff and volunteers can also use the pre-printed "Thank You" cards, available in the Organizational Effectiveness Department, to recognize excellence in their peers all year round.

This program is partially supported by the Anna & Frank Schipper Endowment Fund

Ever wonder what the benefits of Therapeutic Recreation are?

Find out during the week of February 8 - 12 Therapeutic Recreation Awareness Week at Baycrest.

Stay tuned for a detailed list of activities in the next issue of Baycrest Matters.

Announcements

Congratulations to **Melissa Ziraldo**, who has assumed an interim role as manager of the Brain Health Clinics. Melissa will be working with the medical program directors to lead the Accreditation process for the BHCC teams, support the strategic planning process and lead the day-to-day operations for BHCC.

Baycrest welcomes **Faith Boucher** to the position of director, Academic Education. In this role, Faith will lead and oversee Baycrest's educational activities in alignment with our new Strategic Plan. Faith was most recently at North York General Hospital where she worked for almost six years as Director of Professional Practice, Research and Education. She

previously worked at Toronto Rehabilitation Institute as a clinical nurse specialist and as Director of Clinical Research. She is an Assistant Clinical Professor in the School of Nursing, Faculty of Health Sciences, McMaster University. Her office is on the second floor, Baycrest Hospital (2N03) and she can be reached at ext. 2114.

The Anne and Louis Pritzker Wellness Library

FREE Health Information Sessions 1:30 to 3:00 p.m.

All sessions are held in Wortsman Hall EXCEPT February 9, 2010

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| January 25, 2010
Monday | More distracted now? Learn what the research says about why we are like this as we get older presented by Dr. Cheryl Grady author of the study and Senior Scientist, Rotman Research Institute of Baycrest |
| February 9, 2010
Tuesday | Chase away the winter blues. Music for the Heart and Soul with Amy Clements-Cortes, Baycrest Music Therapist NEW LOCATION Loftus Hall |
| February 22, 2010
Monday | Pain Management presented by Marjorie Hammond, Nurse, Clinical Specialist, Pain Management |
| March 16, 2010
Tuesday | Visiting with elders presented by Baycrest Social Worker Ruth Goodman |
| April 26, 2010
Monday | Depression is More Than the Blues presented by Judi Cohen, Baycrest Social Worker |
| May 31, 2010
Monday | Baycrest Research About Volunteering among Older Adults (BRAVO) |
| June 15, 2010
Tuesday | To Be Announced |

To register or for more information: 416.785.2500 ext. 3374 lkamenitz@baycrest.org