

# Baycrest Matters

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

JUNE 2, 2010 VOLUME 6, NO 11

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Baycrest Matters is published 26 times a year.

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[www.baycrest.org](http://www.baycrest.org)

Baycrest is fully affiliated with the University of Toronto.

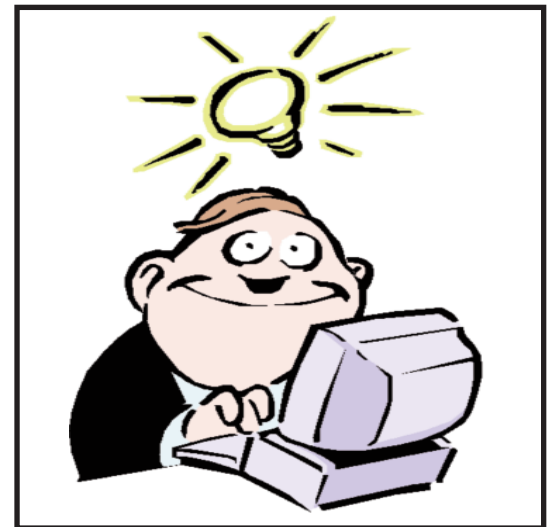
## Staff Engagement Task Force aims to enhance work environment

### *Share your ideas with us*

**I**deas on how to positively impact staff involvement and satisfaction at Baycrest have already started pouring into the newly formed Staff Engagement Task Force. The chair of the task force, **Faith Malach**, program director, Community Services, says that many great ideas came in after an all staff e-mail went out last week. Staff will soon have many other ways to share their ideas with her group.

"We have many talented staff with creative, innovative and practical ideas for how to enhance our work environment. I am confident that together we will come up with solutions," Faith comments. She adds that although the mandate of the task force is to increase staff engagement, this is an opportunity for all Baycrest staff members to get involved. "You don't have to be a part of the task force to share your ideas, and all suggestions are valuable. Tell us what you think would make Baycrest a great place to work."

The scope of the task force includes, but is not limited to, exploring meaningful action in the areas of engagement. This may include the enrichment of current programs and new initiatives related to rewards and recognition, communication, work-life



balance, wellness, and learning /development.

The committee membership includes staff of all levels (clinical, support, and administration) from the Apotex Centre, Jewish Home for the Aged; Baycrest Hospital; Community/Ambulatory Programs; Research; and Baycrest Foundation to ensure representation across the centre from a variety of groups. Some individuals submitted their names for consideration, while others were nominated by their peers.

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**Baycrest**

Enriching Care  
Enhancing Knowledge  
Enlightening Minds

# Baycrest staff and physicians: Complete the Patient Safety Culture Survey

**Y**ou ranked patient safety as one of the most important priorities in this year's Employee

Engagement Survey, with a response rate of 82 percent. As part of Baycrest's commitment to patient safety, all Baycrest staff and physicians are invited to participate in the Patient Safety Culture Survey from Monday, June 7 until Friday, June 18.

The survey was developed by Accreditation Canada and completion is a key part of our preparation for accreditation in 2011. Participants are asked to provide their feedback related to

safety, resources, approaches and systems. All responses are confidential.

This initiative is tied to Baycrest's strategic goal to achieve excellence in patient safety, satisfaction and clinical outcomes using a continuous quality improvement and evidenced based approach to clinical practice and the Wildly Important Goal (WIG) of increasing client satisfaction.

Fill in the survey on the intranet or by completing a hard copy, which is available from all managers, unit clerks, and nursing stations. You can also

access the survey online at:  
**Website:** <https://www3.cchsa-ccass.ca/Instruments>  
**Organization Code:** BAYCE  
**Password:** EF879678

Surveys can also be picked up at the Bathurst Street, Khedive (at the Information desk), and Apotex (on the table opposite the elevators) entrances and at the diorama (main hallway near the bird cage). Once completed, surveys can be placed in the drop boxes at many of these locations. [BM](#)

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Staff Engagement Task Force...continued from page 1

## How you can share your ideas:

Call Faith Malach at ext. 2224 or send her an e-mail at [fmalach@baycrest.org](mailto:fmalach@baycrest.org)  
On-line and hard copy comment cards will be available next week for staff to send in their ideas.

An intranet site is also being developed to keep all staff informed of the progress of the group.

## Members of the Staff Engagement Task Force:

**Nigel Applewhaite**, occupational therapy technologist, Community / Ambulatory

**Carla Delvecchio**, administrative assistant, Physical Plant

**Loraine Fellows**, personal support worker, Apotex

**David Grimbly**, payroll specialist, Finance

**Julie Grossman**, program director, 6 East, Baycrest Hospital

**Leslie Iancovitz**, social worker, 7 East / 7 West, Baycrest Hospital

**Jean Lazarus**, director, Research Operations

**Maria Lereu**, registered nurse, Terrace

**Ruth Morayniss**, director, Communications, Baycrest Foundation

**Luis Rendon**, housekeeper, Environmental Services

**Amy Rothwell**, unit director, Apotex 6

**Whitney Sherman**, occupational therapist, Baycrest Hospital

# Centralized Allergy/Adverse Reactions Management leads to increased client safety

**B**aycrest is the first Meditech long-term care setting in Canada (and among the first Meditech healthcare provider sites in the Greater Toronto Area) to adopt a centralized allergy management system that will alert physicians, registered nursing staff, dietitians and pharmacists to their clients' allergies or sensitivities. It will also standardize how allergies are entered into the system. This will help to help reduce, and possibly eliminate, medication errors, allergic reactions to foods or other substances, or adverse drug events due to patients' known sensitivities.

With the new centralization, all allergies and adverse reactions will appear in the header on all physician ordering screens in Meditech.

"Medications can react with each other and even certain foods can have adverse affects on clients. The new centralization system will provide physicians with additional and consistent client information at their fingertips which is essential when prescribing new medications," explains **Joanna Mills**, Clinical Systems educator.

A clinical champion from each patient/resident/client care unit has worked closely with the

Informatics team of the eHealth program to learn about this new process and to be come subject matter experts for nurses, physicians, dietitians and pharmacists on their unit in support of the transition to the new centralization methodology.

For more information, and for 24/7 support, call the Help Desk at extension 4357 (HELP) and select Option #3 to speak to an Informatics representative. **BM**



Please join us for this Family Education Day talk:

## A Question of Consent What Substitute Decision Makers Need to Know

Tuesday, July 6, 2010  
3:00 p.m. - 4:00 p.m.  
Loftus Hall

Please RSVP by June 30 to **Cyndee Grossman**, at 416 785 2500 ext. 2152 or email: [cgrossman@baycrest.org](mailto:cgrossman@baycrest.org)

Baycrest lawyer **Paula Schipper** and social worker **Mona Munro** will tackle this weighty subject and help shed some light on crucial questions such as:

- Why does Baycrest need a power of attorney document in the patient's chart?
- How does power of attorney for personal care become activated?
- Can an attorney for personal care determine who may visit their incapable parent?
- Who makes the decision if several children have "joint and several" authority to make decisions under a power of attorney?
- What happens if there is no power of attorney?



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

May 14, 2010

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

Last week, I stood on a stage at the world's largest biotechnology convention and spoke on behalf of all of the work that you do to make Baycrest a great organization. I told the over 200 delegates in the room about the critically important contributions you make in providing great care for today and hope for tomorrow in improving the journey of aging.

The reason I was there is because the government of this province has recognized the critical leadership role Baycrest is playing across Ontario in taking the care of the aging population to a new level of excellence and they wanted to showcase it for the world.

I think you would have been very proud to have seen how the spotlight was shining on Baycrest. There was a tremendous presentation by **Dr. Randy McIntosh** on the development of the Virtual Brain, and an Ontario display focused on the tablet being developed by **Dr. Jon Ween** and his team. The emphasis of these talks was on how these innovations can enhance the wellbeing of seniors with brain problems. There were also many materials highlighting Baycrest, saying things such as...

*... Internationally renowned for its care, research and educational programs on aging, Baycrest currently serves more than 2,500 patients daily and provides seniors with supportive residential care and community services, short-term specialized medical care and long-term and complex continuing care. Baycrest, which is an affiliate of the University of Toronto, has two research units: one focused on interdisciplinary basic cognitive research, the other on clinical application of innovative therapies.*

*... In the development and commercialization of innovative products aimed to improve the brain health of aging adults, Ontario has turned to Baycrest, an academic health sciences centre in Toronto that is internationally renowned for excellence in aging-brain research, clinical interventions and treatments, and cognitive rehabilitation strategies.*

There is so much to be proud of across this campus, thanks to the dedication and hard work of each of you. If it were not for what you do here at Baycrest, each and every day, despite the many hurdles we face, we would certainly not be the focal point of global conferences.

It is true that sometimes those 'hurdles' seem to be insurmountable; and sometimes it

is hard to find the energy to make it over yet another one. But Baycrest is famous for mustering up its energy and creativity and propelling forward.

There is no doubt the legislation related to Public Sector Compensation is a hurdle. It is expected to pass into law very soon and to be very similar in nature to what was originally unveiled. As I have said many times, the impact of all of this is very significant and concerning. Our Executive Team is very actively looking at all available and acceptable options under the new legislation to lessen its negative impact on our hard working and deserving staff.

In addition, we are going to use this as a catalyst to look at other factors of employee engagement. On behalf of our Leadership Steering Committee, I have asked **Faith Malach**, program director, Community Services, if she would take on the role of appointing and leading a taskforce to develop a menu of options that will positively impact staff engagement across this campus. Faith has worked at Baycrest in a number of positions over the years and is well known to many of you. She will be selecting representatives from various areas drawing upon some of the

suggested names that several of you have submitted and will immediately begin work on this critically important initiative. I have asked her to identify things that are easy and fast to implement, as well as longer term strategies; she has some ideas to start with thanks to what some of you have already submitted to us. The goal is to move swiftly so we can begin to

see the impact on the quality of our work lives as soon as possible. I want to thank Faith and the members of the taskforce for taking on this additional and critically important role on behalf of all of our staff.

My hope is that we will look back on this difficult and stressful time and say, *thanks to*

*collective creativity and ingenuity we once again turned a challenge into an opportunity and made Baycrest a better place to work.*

**Bill**

<http://intranet/ceo/>

### Volunteer Appreciation Week - May 31 to June 4

For over 90 years, the spirit of volunteerism has been one of the pillars of Baycrest. Thousands of people, aged 3 to 100, volunteer here every year, offering their expertise, skills, talents and companionship. Whether volunteers are directly

contributing to the services to clients or working behind the scenes to enhance client care, we all benefit. The level of commitment demonstrated by our volunteers is such a precious gift. Our volunteers continue to bring community

into our organization and offer a friendly face to our clients. I look forward to the continued strength and involvement volunteerism will bring to meeting the ongoing and future needs of the people we serve.



**Everyone welcome**



**An Intergenerational Community Event**

## Jazz for Juniors and Spirited Seniors

Jazz music for children ages 2 - 102  
An opportunity to meet your neighbours of all ages and all backgrounds

Baycrest - Winter Garden Court  
3560 Bathurst Street (Apotex Centre, JHA)

June 16, 2010      7:00 PM - 8:00 PM

# Zero tolerance for violence in the workplace

**B**aycrest is committed to providing a safe and healthy workplace free from actual, attempted or threatened violence, and will take reasonable precautions to prevent workplace violence.

Beginning this week, clinical staff and other departments will start training related to violence and harassment in the workplace. From June 21 to June 30, all staff members who have not participated in the training session will be asked to complete an on-line tutorial. The tutorial will address questions about what constitutes harassment, summoning help, reporting incidents, and domestic violence in the workplace.

“Violence and harassment are not part of anyone’s job, and everyone has a right to be treated with dignity and respect, no matter what their role is at Baycrest,” stresses **Margaret Cernigoj**, director, Occupational Health and Safety. “This training will help staff members recognize what to do in difficult situations, where to get the support they need and how to properly report incidents.”

Margaret adds that amendments to the Occupational Health and Safety Act, which address issues of workplace harassment and violence, come into effect on June 15. Baycrest is currently updating the policies and processes regarding workplace violence. The amendments will



soon be posted on both the internet and intranet.

As with any safety issue, the policy and procedures apply to all Baycrest employees regardless of position, classification or union membership. They also apply to all persons who attend a Baycrest workplace including, but not limited to, all physicians, family members, visitors, contractors, vendors and delivery persons.

If you have any questions regarding violence and harassment in the workplace, or need to report an incident, speak to your supervisor, the Occupational Health and Safety Department at 416-785-2500 ext. 2944 or the Human Resources Department at 416-785-2500 ext. 2415.

**BM**

**Workplace violence can be defined as:**

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

**Workplace harassment can be defined as:** Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

**Domestic violence:** Any employee experiencing violence outside of the workplace (i.e. domestic violence) that may create a risk of danger to themselves or others in the workplace is encouraged to report such violence so that Baycrest can take reasonable preventive steps.

# A different flu season, but you still rolled up your sleeve

Last fall, Baycrest employees rolled up their sleeve to receive the pH1N1 influenza vaccine. As an organization, we not only beat the virus, but the immunization results from Toronto Public Health show that Baycrest exceeded the average pH1N1 influenza vaccination rates in complex continuing care hospitals (59 percent) and long-term care facilities (39 percent).

For the pH1N1 influenza vaccine, we reached an immunization rate of 61 percent of health care workers at Baycrest Hospital and 48 percent of health care workers in the Apotex Centre, Jewish Home for the Aged.

"No doubt, it was a different flu season, not just at Baycrest but all across Canada. In Ontario, pH1N1 was expected to be the predominant influenza strain, so the seasonal influenza rates at all facilities, including Baycrest were lower than the previous two influenza seasons. There was public uncertainty regarding the two separate vaccinations and the risk of infection and risk of vaccines. As well, health care workers under the age of 65 were encouraged to delay receiving the seasonal vaccine," explains **Margaret Cernigoi**, director, Occupational Health and Safety.

Following the recommendations from the Ontario Ministry of Health and Long-Term Care,

Baycrest has set the goal of a facility-wide influenza immunization coverage rate of 70 percent for healthcare workers for the next influenza vaccination campaign. "Our rates are improving but we need to ensure that 70 percent of our staff members are vaccinated to keep everyone healthy and safe. It is advisable that all staff members, regardless of their role, take the time to receive their flu vaccinations to be safe and healthy," Margaret says.

Planning for the next influenza vaccination season is underway. Starting in the fall there will be increased information available to staff about the risks associated with influenza, the role healthcare workers play in influenza transmission, concerns about side effects, vaccine effectiveness and more.

Baycrest vaccination rates are available to staff, clients, family members, volunteers and to the public. Please go to [www.baycrest.org](http://www.baycrest.org) to view this information. **BM**



## Announcements

Congratulations to **Lynda Dunal**, senior occupational therapist, who won the award for Sustained Outstanding Service to the Department of Occupational Science and Occupational Therapy at the University of Toronto. This award is for an individual who has made significant and valued contributions to the department by way of service over many years. Lynda will be presented with the award at the annual Thelma Cardwell Research Day at the University of Toronto on June 23.

Baycrest welcomes **Anne Marie Shin** as director of Nursing, jointly reporting to the vice-president, Clinical and Residential Programs and chief nursing executive and vice-president, Medical Services. She will join Baycrest on June 21.

Anne Marie has a masters degree in nursing and brings to Baycrest over 20 years of clinical and research experience at various levels in both the hospital and public health sector. She was most recently the Cardiac Rehabilitation Home Program supervisor at the Toronto Rehabilitation Institute.

Anne Marie has led strategic initiatives and scholarly pursuits in an academically intense clinical program. She led the development and implementation of a clinical teaching unit for nursing in complex continuing care program at Toronto Rehabilitation Institute, and is a passionate supporter of scholarship at the point of care. Anne Marie is an instructor in the undergraduate nursing program at Humber/University of New Brunswick and has co-authored several publications.

## Ana Lina Rabara

It is with great sadness and regret that we inform you of the passing of our colleague **Ana Lina Rabara**, financial analyst, Finance Department. She passed away on June 1, 2010 after a brief illness.

She will be sadly missed by her colleagues in the Finance Department and by staff throughout Baycrest.

Ana joined Baycrest in June of 2004 and was a valued member of the Finance Team. She was a kind person who approached her work with dedication and professionalism.

Our heartfelt condolences go to Ana's husband Constantino and her daughter Adrienne.

If you would like to express your condolences to Ana's family, cards can be dropped off to **Cynthia Handler** in the Finance Department, second floor, Baycrest Hospital.

