

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.

New Slow Stream Rehabilitation Unit being developed at Baycrest

Baycrest is developing a new Slow Stream Rehabilitation Unit (SSR) - a highly specialized service - which will provide low intensity therapy with a longer stay (on average 90-120 days) for patients who require a slow stream program.

The Ministry of Health and Long-Term Care directed Baycrest to implement the SSR Unit as it recognized our expertise in delivering highly specialized care to the elderly.

In late April, the Ontario government invested in helping to support the maintenance and continued development of Baycrest's innovative portfolio of programs. Baycrest is also undertaking formal evaluation of the impact these novel services have on diversion of emergency room patients, emergency department wait times, alternative level of care stresses and other Ministry of Health and Long-Term Care priorities.

"Slow stream rehabilitation is a new clinical focus for us and one that we now know is greatly needed in our health care system," explains **Dr. Bill Reichman**, Baycrest president and CEO. "Our High Tolerance Rehabilitation Unit on 3 West currently receives more than 100

applications a month. Fifty percent of these applications are not accepted because the program is not suitable to their needs."

He adds that there are few rehabilitation options for frail elderly patients (age 75+), who cannot be treated through traditional rehab due to diminished physical and cognitive tolerance. This new endeavour will help fill the gap in services for this population and enable these patients to return to their homes or other settings in the community, such as assisted living facilities or retirement homes.

The new SSR Unit and the current High Tolerance Rehabilitation Unit on 3 West will both be located on the 7th floor of Baycrest Hospital and will form the Baycrest Rehabilitation Program. This will create a streamlined, seamless Rehabilitation Program entirely focused on rehabilitation care, education and research. A team of skilled inter-professional health professionals will deliver goal-oriented, client-centred rehabilitation with a focus on improving the physiological, physical and cognitive health of patients.

"The entire Rehabilitation Program will be a base for exceptional care, clinical

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Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

research and teaching. It will serve to foster the development of innovative rehabilitation strategies for medically and cognitively frail seniors who are in need of highly specialized approaches to care," adds Dr. Reichman. "As a future addition to this program, we will examine how Baycrest can provide comprehensive ambulatory rehabilitation services to support and sustain healthy living post inpatient rehabilitation." **BM**

The Slow Stream Rehabilitation Program will be implemented in stages:

- 7 East and 7 West will be renovated to become an optimal environment for rehabilitation. Construction will begin on 7 East in August.
- In September, admissions to all Complex Continuing Care Units (5E, 5W, 6E and 7W) will be put on hold to prepare for transfer of patients from 7 West.

- Patients will be admitted to the new Slow Stream Rehabilitation Unit on 7 East in late November, with the goal of having both units operating on the 7th floor by March 2011.

Stay tuned to Baycrest Matters and other communication vehicles for the most up-to-date implementation details.

Hockey legend MP visits Baycrest

The Hon. Ken Dryden, MP York Centre, dropped by for a tour of Baycrest on June 30. The former Montreal Canadiens netminder, who won several Stanley Cups with the team, visited different areas of Baycrest and learned about cutting edge research projects underway at the centre to provide the world with innovations in aging.

In the photo (left to right): The Hon. Ken Dryden; **Dr. William Reichman**, Baycrest president and CEO; stroke and cognition research assistant **Charmaine Silva** and **Dr. Randy McIntosh**, vice-president of research and director, Rotman Research Institute.



Your thoughts

could lead to the enrichment of current programs, new initiatives around rewards and recognition, work life, wellness or learning and development.

You can fill out a comment card online on the intranet (baycrest@work) or pick one up on all units and in all program areas. Drop your card off in any Speak Your Mind box located throughout Baycrest.

You are part of what makes Baycrest great. Let's make it even greater, together.

New communication strategy increase family meeting attendance

A new communications strategy helped to triple the usual attendance at the June quarterly Family Floor Meeting on Apotex 3, making it the best attended meeting to date. This result was the outcome of a Public Affairs lead measure that aims to increase client satisfaction by assisting care teams in the Apotex and Baycrest Hospital with communication projects.

Two members of the Public Affairs team, **Raffy Reyes**, web developer, and **Elayne Clarke**, public affairs specialist met with **Claire Tassin-Lau**, Apotex 3 unit director, who expressed challenges with increasing attendance at her quarterly Family Floor Meetings. In spite of her consistent efforts to inform family members about the meetings, the attendance remained low, so the challenge was how to renew interest for families and encourage them to attend the quarterly meetings.

“These vital meetings are meant to keep families informed of what’s happening on the unit such as new programs, compliance issues, ongoing education and more,” says Claire. “The meetings are also attended by the unit social worker, recreational therapist and the unit director, but most importantly it’s the family members who drive the agenda for the meeting and decide on the issues to discuss. Their feedback is not only valued, it is imperative for us to create the best solutions for our residents.”

The Public Affairs team suggested that Claire assign a staff member from the unit to contact each family member by telephone prior to the meeting, wrote a short script and designed a log to help track the details of who had been contacted. This approach went beyond their usual communications strategies which include posting notices in client rooms and at elevators,

large signs at the unit clerk station, speaking to family members while on the unit and reminding them of the meeting at appointments.

Lauren Luchini, acting unit clerk on Apotex 3, was up to the challenge and made a special effort to call all of the family members. “Not everyone was able to attend the June meeting,” Lauren says, “but most of them really appreciated being contacted personally by Baycrest and felt better informed about what was going on.”

In addition to the significant increase in attendance at the meeting, one family member offered to help make the calls for the next quarterly meeting.

Claire will share her success with other Apotex unit directors who are faced with the same challenge. **BM**

Dr. Paul Katz joins Baycrest

Baycrest welcomes **Dr. Paul Katz** who began his new role as vice president Medical Services and chief of staff on Monday, July 19, 2010.

A preeminent expert in geriatric medicine, geriatric education and nursing home care, as well as a research scientist focusing on

medical staff organization and quality, Dr. Katz is recognized across the world as a leader in the long term care field.

Read the next issue of Baycrest Matters for an interview with Dr. Katz and learn about his ideas and goals for Baycrest as he settles into his new role.



Just Clean Your Hands!

This week, Baycrest launched the Ontario Ministry of Health and Long-Term Care's *Just Clean Your Hands* program. The goal of the program is to increase hand hygiene compliance throughout the healthcare industry, thereby, decreasing infections and furthering the commitment to patient safety.

In addition to Baycrest's ongoing infection prevention practices and existing patient safety programs (Safety at Baycrest) the Ministry's *Just Clean Your Hands* (JCYH) program is more intricate than just hand hygiene. The JCYH program involves in-depth education, training sessions, observation, audits, reporting as well analysis combined with other tools such as detailed training videos. JCYH is aimed at everyone - not just healthcare workers - and the Ministry produced videos for individual and specific groups such as families and visitors, residents, patients, meal assistants, volunteers and healthcare professionals.

"It's a fact that proper hand hygiene not only protects patients and health care providers, it also reduces the spread of infections and impacts the costs associated with treating infections," says **Chingiz Amirov**, director, Infection Prevention and Control. "The simple act of washing your hands correctly also reduces hospital lengths of stay, readmissions, and reduces wait times."

One important message of the program is the "4 Moments" which are the four most



Jane Van Toen, Infection Prevention and Control, and volunteer **Martin Friedman** remind everyone at Baycrest to wash up as part of the Just Clean Your Hands campaign.

important moments when hand hygiene should be performed while working with a patient, client or resident.

Training is already underway for staff at Baycrest and will continue into the fall. The training will be followed by 'observations' where Infection, Prevention and Control personnel will observe staff as they carry out their daily tasks and mark down all opportunities where hand washing was either taken or missed. The numbers gathered from these observations will then be input to a database which becomes the audit and, in turn, will become Baycrest's rates of compliance and submitted to the Ministry of Health and Long-Term Care.

Hand hygiene is the single most important method of preventing infections in healthcare settings,

and patient safety is everyone's responsibility.

For more information and to watch the videos, staff are asked to please check out the intranet (baycrest@work). Family members and residents can go to the Family Information page of our website at www.baycrest.org.



Learn more

Visit the Infection, Prevention and Control display in front of the cafeteria or go to the intranet to view videos, tips sheets and more. Posters and tent cards are also available throughout Baycrest

Women of Baycrest win Urban Hero award

The Women of Baycrest campaign was recently presented with an Urban Hero Award, in the health and science category, by the Toronto Community Newspaper Group. Organizations and individuals were nominated by *North York Mirror* readers.

"I was thrilled to accept this award on behalf of the more than 250 WB members who are committed to raising funds for women's brain health," said Lynn Posluns, founder and chair of Women of Baycrest. "One of our goals this year, in addition to fundraising, was to create awareness for our cause. It's clear our mission is resonating with people from all walks of life as Alzheimer's and other related dementias are so devastating to both the victims and caregivers."



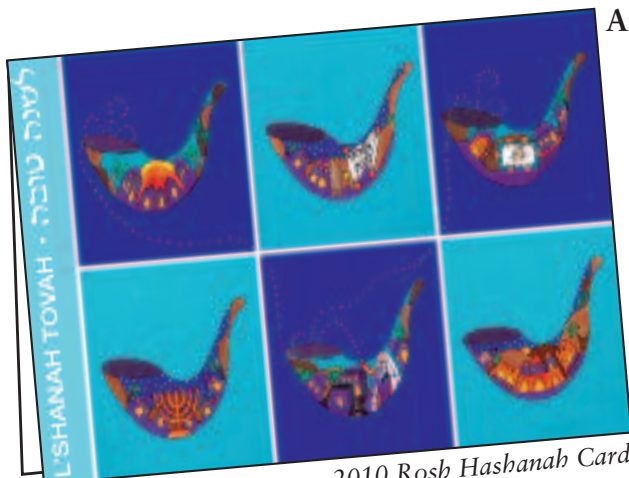
Lynn Posluns, founder and chair of Women of Baycrest

In less than a year, Women of Baycrest has raised over \$1 million towards their goal of a \$3 million chair at Baycrest in Women's Brain Health and Aging. The group has hosted a number of events, from an "Oprah-style" panel discussion by health care professionals to entertainment and food events. Next year, they are planning a one-day symposium for the public on women's brain health, as well as publishing a cookbook focusing on brain healthy recipes.

The Urban Hero Awards celebrate grassroots heroes whose personal efforts, sacrifices or contributions have made a significant impact to a cause, a person or a group in our local community.

Let Baycrest help you send best wishes for a happy, healthy and sweet New Year to your friends and family.

If you place your order by Friday, July 30, 2010, cards are only \$7.00 each when you buy 10 or more. After that date, cards will be \$9.00 each for 10 or more. Single cards are always \$10 each.



2010 Rosh Hashanah Card

To Order

Call: 416-785-2875 or 1-800-223-2087 (toll free)
 Fax: 416-785-4296 or E-mail: donations@baycrest.org

Proceeds support care and research at Baycrest, focusing on innovations that will help transform the journey of aging.



Baycrest Foundation

Baycrest staff enjoy Canada Day barbeque

Baycrest staff kicked off the summer and celebrated Canada Day with a barbeque in the Apotex Garden Court Patio. The staff recognition barbeque was well attended and enjoyed by everyone on a beautiful sunny day. Delicious food was served by senior management as a “thank you” to staff for their contributions and commitment to the organization.

The idea for the barbeque was a recommendation from the Staff Engagement Task Force which is looking at ways to create a better, more rewarding work environment.



Baycrest chefs from Food and Nutrition Services prepared the delicious food served at the Canada Day Barbeque on June 30.



Baycrest volunteer **Mary Ann Lewin** enjoys the fresh fare.



Apotex nurses take a break to enjoy the great food and the warm weather.

New flooring installed in the Apotex

In August 2009, Baycrest piloted new healthy, environmentally-friendly indoor flooring called Marmoleum Striato on Apotex 3 Golden Lane. The result of this pilot project showed that this resilient flooring is less susceptible to slips and falls than carpeted surfaces and far more practical to maintain and sustain.

The need to replace our existing carpet with this new flooring throughout the Apotex is a priority as the current carpet is wearing and becoming increasingly more difficult to maintain. Flooring has already been tested on Apotex (A3 Stoneway, A5 Elmgrove, and A5 Ivywood).

The timeframe for this project is August 9, 2010 through to November 2011. To minimize disruption to resident care this project will be implemented in

phases. Six to 10 rooms, and their adjacent corridors, will be worked on at a time over seven days. All safety precautions will be taken to ensure the health and well-being of residents, families and staff.

To facilitate the installation of the new floor residents on the identified floor, and their portable belongings, will be temporarily moved to another floor in the Apotex. The care team will speak with residents and families 10 days prior to relocation. More information for residents and families is available from unit directors and on the family page on www.baycrest.org

Staff who would like more information about this project can speak to **Victor Oliveira**, director, Facilities and Environmental Services at ext. 2406.

What is Marmoleum Striato flooring?

Marmoleum Striato is a resilient sheet flooring product with a wood-like appearance that will compliment and enhance the overall appearance of resident rooms and surrounding areas. The material is a healthcare grade vinyl and has been researched and tested at Baycrest.

The new flooring has naturally-occurring anti-microbial properties which inhibit the growth of many micro-organisms, including allergens producing dust mites and the MRSA strains of bacteria. This product is also anti-static (repels dust and dirt) and will promote a clean and hygienic environment.



Seniors Support Program volunteers honoured at annual tea

The Seniors Support Program provides support to seniors and family caregivers by consistently staying in touch with them through Friendly Telephone Visits and e-pals.

On June 23rd Seniors Support Program volunteers had the opportunity to visit in person with their clients.

(Left) Esther Zajdeman gives a warm hug to Margit Kapati, whom she speaks with every week.

For information about this program visit www.baycrest.org/Programs_and_Services/Outreach/

Announcements

- Congratulations to **Dennis Young** who will be joining the Informatics team in the role of Project Manager/Business Analyst. This position is key in supporting the direction in which Informatics, eHealth and Baycrest is moving toward. Dennis will be transitioning from his current role as Sr. Network Administrator/Team Lead in Technical Services & Customer Support during the month of July. He will relocate to Informatics on August 2nd when his new role takes full effect. Good luck to Dennis on this exciting new path in his career!
- Baycrest welcomes **Gary Schecter** as the new manager, Human Resources. Gary has a Masters of Industrial Relations and a strong background in compensation and benefits. He has previously worked at

Baycrest in the Human Resources Department and more recently he has worked as a senior human resources leader and a consultant working in all facets of human resources, including labour relations, recruitment and human resources strategy. Gary will join Baycrest on Monday, July 26.

- Baycrest welcomes **Jacqueline Thomas**, executive assistant to the vice-president, Education and director of Academic Education, effective July 12. Jacqueline brings to Baycrest over 10 years of experience at the executive level in various education settings. She is located in Academic Education, Room 2N04, in the Hospital Building and can be reached by phone at ext. 2892 and by email at jathomas@baycrest.org.

- Farewell to **Michael Rosen**, director of Events and Corporate Sponsorship, Baycrest Foundation, as he pursues a business opportunity in event planning. Michael played a key role in overseeing the numerous events run out of the Foundation and we wish him well in his new endeavor. Michael leaves on July 30th and we wish him success in his new pursuits.
- Farewell to **Lyzan Adams**, administrative secretary, Nursing Administration, who will be leaving Baycrest to accept a new position at The Scarborough Hospital. During her five years with Baycrest, Lyzan has provided excellent support to the Baycrest Hospital portfolio and has assisted with many projects that have been implemented. Her last day at Baycrest will be August 6th. We wish Lyzan all the best in her new role.

Staff Lunch Room Makeover Survey: We need your input!

The Staff Lunch Room will soon be going through a much-needed makeover!

Staff are asked to please fill out a survey on the intranet, or pick up a printed survey in the Lunch Room, to offer your feedback on how to improve this space.

