

Residents are an integral part of Baycrest

People Profile
Sharon
Kanofsky 3

National Social
Work Week
- March 2 to 8
Making a Difference
in the Lives of
Older Adults and
Their Families 4

It's time to apply
for a nursing
scholarship /
award 5

Engagement Survey
Results are on the
way! 6

Baycrest Matters
is published 26 times
a year.

Email submissions to:
Joan Mortimer, Editor,
mortimerj@baycrest.org
or call 416-785-2500,
ext. 2952

www.baycrest.org

Baycrest is fully
affiliated with the
University of Toronto.

Joining health care centres and hospital across Canada, Baycrest acknowledged Resident Awareness Day (RAD), on Tuesday, February 24. This day, organized by the Professional Association of Interns and Residents of Ontario (PAIRO), recognizes the hard work, dedication and service that residents provide to the public and to the healthcare system across Canada.

Residents are medical doctors training to become fully licensed physicians across Canada. They are likely the people you will first meet when you visit a teaching hospital. They typically work an 80-hour week and often stay on call overnight and provide around-the-clock care to patients. Residents multitask by putting in long hours, teach their junior colleagues while they also learn on the job and study for certification exams.

As an academic centre affiliated with the University of Toronto, Baycrest provides education and training to residents in various disciplines including family medicine, geriatric medicine, psychiatry and neurology.

"Some of our residents come from other countries to train here in Toronto and take their specialized skills back

home. In addition to their role as medical professionals, residents are health advocates, collaborators, communicators, managers, scholars and most of all medical experts. These residents provide tremendous support to our entire health care system without whom it would probably grind to a halt," says Dr. Sarita Verma, Deputy Dean Faculty of Medicine and

continued on page 2



Resident Awareness Day...continued from page 1

Vice Dean Postgraduate Medical Education, University of Toronto.

At Baycrest, residents are responsible for assessing patients, providing care and attending rounds with staff physicians. Residents are the on-call physicians for evenings, nights and weekends. "Residents not only support the entire health care team at Baycrest, but they help keep the staff physicians stay on our toes as well. As a teaching hospital, they encourage us to keep up with the latest medical literature and best practices so that we continue to grow in our role as teachers," adds **Dr. Terumi Izukawa**, medical director, Hospital, Community /Ambulatory and interim physician-in-chief, Department of Medicine, Baycrest.

Dr. Elias Oluma, who has been at Baycrest since the beginning of February, is a first-year Family Medicine resident at St. Michael's Hospital in Toronto. He is completing a month-long rotation in geriatric medicine at Baycrest. He recently immigrated to Canada from Ethiopia, and for him, geriatric medicine is completely new. "We do not specialize in geriatrics in Ethiopia, because of multiple reasons, most people visit health facilities when they are late into their illness," he says. "This is all brand new for me, and Baycrest is very unique. I never knew such a place even existed."

Dr. Oluma finds the greatest difference in medicine in Canada and Ethiopia is the access to technology. "In Ethiopia, you rely more on your clinical skills. You would not order a chest x-ray to diagnose a case of pneumonia, and if you wanted to order a

more expensive test like a CT scan, it had to be approved by the head of the hospital. Medicine and diagnostic tests are much more accessible here, but the management of the illness is the same."

Dr. Robyn Waxman is a fourth-year psychiatry resident at the University of Toronto. She is at Baycrest for a mandatory, six-month rotation in geriatric psychiatry as part of her residency. "I have been interested in geriatric psychiatry since I was a medical student at the University of Ottawa, so my experience at Baycrest is invaluable," says Dr. Waxman. She is considering a geriatric psychiatry program based at the Centre for Addiction and Mental Health (CAMH) and Sunnybrook Health Sciences Centre for her fifth (and last) year of her residency.

"There are much more challenges to geriatric psychiatry. Due to their age,

Baycrest clients have more complex medical histories, suffer from more co-morbidities and tend to be more treatment resistant. We have to be much more aware of medication interaction with this population," explains Dr. Waxman. "Because many Baycrest clients also suffer from cognitive impairment, we need to rely on other individuals to be part of the care plan."

Dr. Waxman is impressed with the level of family involvement at Baycrest - something she recognizes as standard practice in the Jewish community. "I am also amazed at how many services Baycrest offers, for Apotex residents, Baycrest Hospital patients and individuals living in the community." Although her residency at Baycrest ends in June, she sees Baycrest as the ideal place to practice. **BM**



People Profile

Sharona Kanofsky

Sharona Kanofsky is not a physician, but she has been described as the eyes and ears of one. As Baycrest's physician assistant, her role allows the physicians she works with to be in two places at once.

Sharona is in the second year of a two-year pilot project coordinated through the Ontario Hospital Association as part of an initiative co-led by the Ministry of Health and Long-Term Care (MOHLTC). Baycrest is one of 25 hospitals across the province selected for the pilot project. The project evaluates the impact of the PA role, particularly with regard to improving access to care, reducing wait times, increasing patient satisfaction, and ensuring that the right care is provided by the right provider at the right time. Sharona is physician assistant for Complex Continuing Care (CCC) units 5 East and 6 East.

Physician assistants are highly skilled health professionals who support physicians in a wide range of health care settings. Although this is a new initiative for the province, the physician assistant model has been successful in the Canadian Armed Forces and has been part of the health care delivery system in the United States for over forty years.

"I was pleasantly surprised by how receptive the staff, clients and families have accepted me in this new role at Baycrest," Sharona says. She practices medicine under the supervision of Baycrest physicians **Dr. Has Mukh Parmar** and **Dr. Aidlee Craft**. "I am not replacing a doctor or a nurse, but



Sharona Kanofsky provides care to Complex Continuing Care patients as Baycrest's physician assistant.

rather I see myself as a 'physician extender.' I often perform preliminary patient exams and I present the patients' history and preliminary information to the physician. Under their supervision, I can do many of the tasks that physicians perform when they are away from the unit."

Sharona completed a three-year physician assistant program at Essex Community College in Baltimore, Maryland in 1998. After her training, she practiced neurology and later gynecology in New Jersey and overseas. She most recently worked as a case manager for ECHO Institute for Health in Toronto, a community-based social service which provides medical advice and doctor referrals, before joining Baycrest in September 2007.

"Since I am originally from Toronto, I was very excited to work

at Baycrest - it is part of my community and practicing geriatric medicine is very challenging - every case is complicated and involves all of the physiological systems. You really have to know your medicine," Sharona explains. She also likes the interdisciplinary approach at Baycrest. "Each member of the team is important, you can really see that come through when you attend a client or family meeting - each practitioner brings a specific role to the table."

Sharona feels that the most valuable aspect of her role as physician assistant is her accessibility. For her patients and families, she is often the first line of communication, and notes that for many families it is reassuring that someone is available to answer their questions. She did not have any difficulty earning the trust of her patients or her peers.

"The physician assistant role has proven to be a valuable addition to our interprofessional team in Complex Continuing Care. I am delighted at how warmly our Baycrest staff members have welcomed Sharona and how open everyone has been to integrating the new PA role into our care team," says **Dr. Sid Feldman**, program director, Family Medicine, who oversees the physician assistant role at Baycrest. "Sharona has been very helpful to our CCC physicians by providing thorough and detailed assessments, managing our complex patients and support to patients and families and staff."

continued on page 4

People Profile...continued from page 3

Lora Tachjian, manager, Medical Services, sees addition of the physician assistant as one with plenty of potential for both Baycrest and beyond: "So far, we have received very good feedback on this pilot project from patients and the teams who benefit from Sharona's position. What this

project indicates is that the role of physician assistant can be well integrated into Ontario's health care system." Ontario's first physician assistant training program was recently launched at McMaster University in Hamilton. The first 20 students began a two-year program in September 2009.

If Sharona's obligations as a physician assistant doesn't keep her busy enough, she also provides lots of care at home. Sharona is married to a rabbi and has five sons. **BM**

National Social Work Week - March 2 to 8

Making a Difference in the Lives of Older Adults and Their Families

Social workers at Baycrest work in partnership with individuals, families and groups to access services and enable clients to find effective solutions to problems and improve their quality of life. They use their knowledge of human behaviour and family relationships to provide counseling, education and support to people who experience the changes associated with aging. Social workers offer a distinctive role in resolving barriers to service utilization and help families negotiate the system.

Social Workers at Baycrest:

- Provide services to residents, community-based clients and their families
- Offer individual and group interventions
- Teach, as Baycrest is a long-standing provider of student placements
- Research and present locally and internationally
- Co-ordinate and supervise programs,
- Contribute on interdisciplinary teams
- Develop, evaluate and manage

Learn more about Social Work at Baycrest through the following events:

Display Table

Information, Displays and Raffle
Tuesday, March 3 and
Wednesday, March 4
Outside the Cafeteria, 11:30 a.m.
to 1:30 p.m.

Presentation

Living Through Transitions
"Harnessing your courage at a
personal crossroads"
Dr. Sharyn Salsberg Ezrin
Wednesday, March 4
Wortsman Hall,
2:30 p.m. to 3:45 p.m.

Announcements

Congratulations to **Dr. Michael Gordon**, program director, Palliative Care, who was chosen as the Royal College of Physicians and Surgeons of Canada (RCPSC) Ontario Region Mentor of the Year for 2008.

Dr. Gordon has mentored many Baycrest staff members over the years. He has been at Baycrest in his leadership roles in various clinical programs, as the Chief of Medicine, and as the Medical

Director and then the Vice President of Medical Services. Dr. Gordon is a Professor at the University in the Department of Medicine and has provided mentorship to countless residents, medical students and undergraduate students.

Dr. Gordon established the Max and Roslyn Gordon Endowment Fund that has supported summer students at Baycrest, some of whom have specialized in geriatric medicine and other related disciplines across the country. Dr.

Gordon has also provided leadership and mentorship through involvement at the College of Physicians and Surgeons of Ontario, and through such committees as the National Committee on Aging.

"Dr. Gordon's commitment to the highest level of quality care while encouraging personal and professional development of each of his staff has been an inspiration", was noted in the nominations.

It's time to apply for a nursing scholarship/award

Registered nurses and registered practical nurses from across Baycrest are invited to apply for one of the following five scholarships/awards to help advance their careers:

Registered practical nurses have the opportunity to further develop their competence by means of formal education programs and experience. **The Goldgrub Award**, established through the generosity of the Goldgrub family, provides financial support to enable RPNs to continue their formal education. This award supports selected candidates in their goal of obtaining a registered nurse designation, through a baccalaureate program. The Goldgrub Registered Practical Nurse Award will be presented annually to up to three (3) registered practical nurses pursuing RN designation or moving from certificate to diploma RPN designation.

The Glowinsky Nursing Scholarship will be used to reward nursing excellence by recognizing certain nurses' potential for greater professional achievement through post-baccalaureate education. Funding will be provided to selected nurses to assist in the pursuit of a master's degree in nursing or a related health science discipline. The Jonas and Rose Glowinsky Nursing Scholarship will be presented annually to two (2) registered nurses pursuing BN or MN designation or registered

practical nurses pursuing BN studies.

The Jerry Solway Nursing Education Fund will be presented annually to one (1) registered nurse (or RPN) pursuing BScN or MN designation or certification from the Canadian Nurses Association. This award is used to reward excellence in caring, by recognizing certain nurses' potential for greater professional achievement through continuing education at a baccalaureate or masters level. This award may also be used for professional credentialing in a gerontological specialty and/or maintenance of this certification and clinical expertise.

The Maxwell A. and Fanny Levy Nursing Award will be presented annually to one (1) registered nurse or registered practical nurse pursuing further skills and knowledge in the area of leadership. This can be accomplished through course work in an accredited course or program or through a seconded mentorship with a nurse leader in order to develop the necessary skills and knowledge to bring back to the care area. With this award registered nurses/registered practical nurses can stay at the "bedside" and be the leaders they need to be in order to ensure quality of care and quality of life for our elderly patients.

The Yetta Ungerman Nursing Scholarship will be presented annually to two (2) registered

nurse pursuing MN or PhD designation. The Ungerman Fund will be used to reward nursing excellence by recognizing certain nurses' potential for greater professional achievement through post-baccalaureate education.

Please check the unit bulletin boards for the criteria and application process for all five scholarship/awards. For more information or an application form, please contact **Genevieve Brown**, coordinator, Nursing Administration at ext. 2761 or at GBrown@baycrest.org

Be sure to send in your completed application to **Penelope Villella**, manager/professional practice leader, Nursing, by **20 March 2009**.

Good Luck!

Employee/Volunteer/Physician Engagement Survey Results are on the way!

Last November, all Baycrest employees, physicians and volunteers were invited to participate in the 2008 Engagement Surveys (one for staff and physicians, and a slightly different one for volunteers). We're pleased to announce that the results of both surveys will be presented to Baycrest at the beginning of March. Throughout the month, the results will be communicated across the organization. In April, we will begin to develop plans for taking action to address both the organization-wide and program/division level results.

"Conducting Employee /Volunteer/ Physician Engagement Surveys will continue to be an annual event that helps determine what people want and expect from their workplace," explains **Pat Howard**, director, Organizational Effectiveness. "This is a very important exercise that will ultimately help to make Baycrest a better place to work and volunteer. Employees, physicians and volunteers play a crucial role at Baycrest and your opinions and thoughts about your level of satisfaction are important as we strive to make our organization a great place to work."

The surveys were based upon the Worklife Pulse Survey, executed in December 2007 as part of the 2008 accreditation process. Feedback following that survey revealed that people wanted to complete a more detailed questionnaire. Prior to that, the last engagement survey was conducted in 2002.

"From the results of these surveys, we can look at what programs or services we can implement to enhance Baycrest's work environment, which leads to greater employee and volunteer satisfaction," adds Pat. As a

result of feedback from the 2002 and 2007 surveys Baycrest made several changes, including:

- established the fitness centre,
- increased education and professional development opportunities,
- expanded the Reward and Recognition Program,
- provided ongoing stress management programs,
- established paid education days for nursing staff.

"We are encouraged that this year's survey and follow-up processes will continue to promote open dialogue between staff and supervisors; ultimately leading to a long-term enhancement of staff satisfaction," adds Pat.

Roll-out of Survey Results:

The overview of organization-wide engagement findings from both surveys, including Metrics@Work's (the survey provider) interpretation and recommendations will first be communicated to Baycrest leadership.

Staff will learn of the results from their unit managers or supervisors who will review survey results with staff in their areas of responsibility. Regular updates in Baycrest Matters, on the intranet, Inside Baycrest, Volunteer Voice and Bill's Journal will continue to provide information over the next few months.

A very important part of this process is the work we will do toward prioritizing organization-wide and unit-based workplace improvements, based on the results and feedback. Organizational Effectiveness will work closely with leaders to discuss the interpretation of findings; how to best discuss the feedback with their staff

and volunteers, and how to build action plans to celebrate achievements and address areas for improvement.

Claim Your Prize!

Thank you to all of the employees, physicians and volunteers who completed the confidential survey. Anyone who completed the survey was eligible to win a prize. Whether you completed the survey online or a paper copy, you received a ballot number. The winning numbers were randomly selected by Metrics@Work, the survey provider.

The winning ballot numbers are:

5301344

won two months free parking at Baycrest

5309114

won one month Metropass

193S00203

won a coffee a day for a month

5342940

won a coffee a day for a month

193S01118

won a \$50 Petro-canada gasoline card

193S00949

won a Heart Smart cookbook

193V00595

won a Heart Smart cookbook

53013524

won a George Forman 'Next Grilleration' grill

Please bring your ballot number to the Organizational Effectiveness Department, second floor, Baycrest Hospital to claim your prize. **BM**

Angel's retirement

Most people are used to seeing Baycrest volunteer Evelyn Weinrib with her constant companion, Angel. A few weeks ago, Angel decided it was time to hang up her leash at Baycrest:

Little did Angel - an adorable shih tzu - know that when she was adopted from the Toronto Humane Society by volunteer Evelyn Weinrib, she would become one of Baycrest's most recognizable figures.

Over the last nine years, for six mornings a week, Angel walked briskly to Baycrest with Evelyn, no matter the weather, and slept in a corner of the fitness centre while Evelyn walked the treadmill for a half hour. She faithfully watched over the Creative Arts Store, which sells the hand-made handicrafts made by the residents and volunteers, while Evelyn manned the cash at the nearby WA Café. As they passed by, many people would knock on the window and wave to her.

"More people came to the Creative Arts Store to see Angel than to see me or to buy something. Some played ball with her, gave her massages or brought doggie treats for her. Many did buy after visiting Angel, so she was actually responsible for many sales," says Evelyn. "Someone even suggested the store should charge fifty cents for a hug from her, and a dollar for a kiss, to bring in even more profits."

On Saturdays, when the café and store are closed, Evelyn and



Baycrest volunteer Evelyn Weinrib and Angel.

Angel would visit patients on the Phillip and Shirley Granofsky Palliative Care Unit on 6 West, Baycrest Hospital. Angel would sit on the bottom tier of the coffee/tea cart as Evelyn served the patients and families who were visiting. Angel would enjoy the cheese or meat some patients would save for her, and one patient even kept a box of doggie biscuits especially for her. Angel truly brought laughter to them through the tears, and a moment of joy in their time of distress.

"Angel is now considered a senior citizen in people years, and it is time for her to retire, she has earned her rest," comments Evelyn. "Both of us would like to thank Baycrest for the opportunity to meet so many wonderful people". **BM**

www.baycrest.org

Aging, Innovation & the Mind

THE SPEAKER SERIES

Nutrition and Brain Function:

The relationship between your diet and your mind

Are you really what you eat? Find out about the different ways food can affect your brain and the impact your food choices may have on the way your brain ages. This talk could change the way you shop for groceries!

Tuesday, May 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 Tuesday, May 19th

416.785.2500 ext 6218 or e-mail: speakerseries@baycrest.org



FEATURED SCIENTIST
Dr. Carol Greenwood
 Senior Scientist,
 Kunin-Lunenfeld Applied
 Research Unit (KLARU)

Passion for Learning Outstanding Service or Exceptional Acts of Kindness

Nomination forms are available throughout Baycrest in the "Speak Your Mind" boxes, in the Organizational Effectiveness Department, second floor, Baycrest Hospital or on-line via the Baycrest Intranet.

For information please call ext. 2363

Generously supported by the Anna and Frank Schipper Endowment Fund

Sent on behalf of The Baycrest Rewards & Recognition Committee

