

Baycrest Matters

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

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www.baycrest.org

Baycrest is fully affiliated with the University of Toronto.

Baycrest recently rolled out its new strategic plan, which gives us direction to advance our clinical work, research and educational priorities. In each issue we will focus on one goal connected to our plan and present a story that brings it to life.

This week: Strategic Focus: Empower and support the individual to self-direct their journey along the process of aging.

Hello? Baycrest calling!

Baycrest brings families together from across the world

In a mix of English, French and Hebrew, Apotex 6 resident Jenny Sinder and her son Julian Grigg engage in a lively conversation. During the visit Jenny puts her hand on her son's face and calls him "my baby." Together they admire a blanket which Jenny's mother would wrap around her, now framed by Julian to preserve what is left of it. Her granddaughter enters the room and proudly shows off the ring that she inherited from Jenny. This is a wonderful visit for Jenny, who has cognitive impairment, even though her son and granddaughter are over 9,200 kilometres away and there is a time difference of seven hours. Jenny is visiting her family in Tel Aviv, Israel via Skype - a software application which allows users to make free long-distance video conference calls over the internet.

Jenny and two other Apotex residents are part of a pilot project using Skype to connect them to family members anywhere in the world. Although there has only been one Skype session, it looks like a promising solution for many Baycrest

clients. The project is coordinated by Help Desk technician **Ryan Calma**, E-Health.

"Skype is an easy, economical 'anytime, anywhere' program that can

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With the help of **Ryan Calma**, E-Health, Apotex 6 resident Andrew Engel uses Skype to talk to his son Paul in California.

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Hello? Baycrest calling!...continued from page 1

be used with any computer hooked up to the internet, an inexpensive web camera and microphone," explains **Terrie Tucker**, director, E-Health. For several months, the E-Health team explored how to best connect Baycrest clients with out-of-town relatives, including Telehealth, a videoconferencing system often used at Baycrest to link health care professionals to each other, but due to associated costs and because all participants need to be at a Telehealth site, this was not a convenient solution. "Many of us use Skype in our personal lives, so we thought why not try it here," Terrie adds.

Although it took a few minutes for Jenny to realize that she was conversing with her son over the internet in "real time," her son Julian remarked: "she was completely different from the mother I usually

hear when just phoning her." What impressed Ryan was how Jenny's family used memorabilia and the treasures of her life to bring her in the conversation. "Her son would ask specific questions to help her remember the past and her place in the family," says Ryan.

The E-Health team is looking at ways that Baycrest clients can attend an event like a wedding or a bar mitzvah through Skype or a similar application, and are seeking the help of Volunteer Services to provide resources to continue the program. Although there are computers on all the Apotex units, there are privacy issues that need to be worked out.

Terrie sees how using Skype supports Baycrest's strategic goal to *Empower and support the individual to self-direct their journey along the process of aging* by maximizing the

power of new technologies to not only bring Baycrest families closer together and support them in the journey of aging, but to also empower the dissemination of knowledge and tools. "We can use Skype to set up consults between our physicians and nurses and the family or outside health care professionals - delivering information face-to-face is much more effective than over the phone, it really feels like you are in the same room with the care team," she says. "Also, more and more we will use web-based technologies to help individuals to navigate the health care system and to provide timely information and education to optimize their own well-being." **BM**

Canada's favourite sport helps to battle Alzheimer's



Gordie Howe, Rick Vaive, Lanny MacDonald, Doug Gilmour, and Borje Salming were among the NHL alumni drafted to play with and against 50 teams of everyday hockey enthusiasts in the 4th annual Baycrest International Pro-Am Hockey Tournament last month. Presented by Scotiabank, the Baycrest Pro-Am is the largest fundraiser of its kind in Canada to fund care and research in Alzheimer's disease and related disorders at Baycrest. This year, the event raised \$2.1 million with the number one draft position going to the top fundraising team K.A.O.S. who selected Borje Salming. Pictured here are (left to right): "Mr. Hockey" Gordie Howe, K.A.O.S. captain Jay Waks and number one draft pick Borje Salming.

Influenza A H1N1 and Pandemic Preparedness at Baycrest

Since late March, the World Health Organization (WHO) has been monitoring and evaluating the emergence of Influenza A H1N1 (swine flu).

“The WHO has repeatedly raised the level of pandemic alert. Over the past week, indicating there is sustained human-to-human transmission of new influenza virus,” says **Chingiz Amirov**, director of Infection Prevention and Control at Baycrest. “The alerts are intended to prompt organizations to take precautionary actions, most specifically ensure plans are in place and ready to implement. Thanks to Baycrest’s focus on developing comprehensive pandemic plans for all our areas four years ago, we have a solid plan which is now being reviewed to fit the current situation.”

Enhanced surveillance and rigorous adherence to the precautions we use as part of normal practice remain the

primary infection control approach at Baycrest and other GTA Hospitals and health agencies.

Actions taken to date include:

- ◆ Enhanced surveillance in clinical areas;
- ◆ Enhanced awareness building of the importance of adhering to regular infection control precautions such as hand washing and not entering Baycrest when you are ill;
- ◆ Establishment of the Baycrest “Command Centre” where designated individuals are coming together to assess new information, review our plans and decide on actions that should, or should not, be taken under the current circumstances;
- ◆ Managers have been instructed to review pandemic plans and ensure revisions, if required, are incorporated.

What are the characteristics of H1N1?

The virus is an influenza A virus, carrying the designation H1N1, but it contains DNA from avian, swine and human H1N1 viruses. It appears to have evolved the ability to pass easily from one person to another, unlike most swine H1N1 viruses which only very occasionally infect people and usually only infect one person and then stop there.

Flu viruses are all passed on by sneezing, coughing or when people pick up the virus on their hands. This one likely originated in pigs, but the Mexican government and the World Health Organization have ruled out any risk of infection from eating pork.

How is this flu different from ordinary flu?

The swine flu is characterized by common flu symptoms – sudden fever, muscle aches, sore throat and dry cough – but may cause more severe vomiting and diarrhea.

New flu strains can spread fast because no one has natural immunity and a vaccine can take months to develop.

What can I do?

Wash your hands. It is proven to be the best way to protect against infection with a range of germs, including flu. Experts generally agree that face masks, especially the surgical masks now seen on the street of Mexico City, offer very little protection. Flu viruses can float on little particles of spit or mucus, in general no further than three to six feet, but they then settle on surfaces and can be transferred to the mouth, eyes or nose.

To learn more about H1N1 influenza visit:

- ◆ Public Health Agency of Canada at www.phac-aspc.gc.ca/alert-alerte/swine-porcine/faq_rg_swine-eng.php
- ◆ Centers for Disease Control at www.cdc.gov/h1n1flu/

JOIN US for a Pandemic Influenza Information session

Thursday, May 7, 2009, 10 a.m. to 11 a.m., Wortsman Hall

Influenza A H1N1: Pandemic or not?

Dr. Allison McGeer, MD, FRCPC,
 Director, Infection Control, Mt. Sinai Hospital
 Medical Consultant, Baycrest Infection Prevention and Control

Pandemic Preparedness at Baycrest

Chingiz Amirov, MPH, CIC
 Director, Infection Prevention and Control, Baycrest



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

April 27, 2009

Dr. William E. Reichman, Baycrest president and CEO

It gives me great pleasure to start the week off by sharing some very positive news. On Friday afternoon, we received official news from Accreditation Canada that Baycrest has been fully accredited through 2011. This is an accomplishment that represents not just a great deal of hard work in preparing for the survey process last June, but, most importantly, the efforts of every single one of you in contributing to the on-going quest for quality care and service. Congratulations everyone on your excellent work. **Maria Huijbregts**, who so very capably directed our accreditation efforts, will be sharing much more information about the report with everyone in the near future.

We must really step back and focus on accomplishments such as this very significant one; in fact, it's even more important in times like this when we are so heavily focused on challenges such as those associated with the current economic climate. It is also critical that we find opportunities to come together and celebrate our successes as the Baycrest team. For me, I think of the Baycrest Annual General Meeting as one of those special events—an event where we can reflect on all of the great things that have taken place at

Baycrest over the past 12 months. Add to that the opportunities to pay tribute to our colleagues through the special awards that are presented at the meeting. This year will be no different. We have now chosen the 2009 winners who will receive our highest honour for Leadership, Research Excellence, and Excellence in Education. There will be one other special award presented by the Royal College of Physicians and Surgeons to our special friend and colleague, **Dr. Michael Gordon**. We will also recognize the wonderful contribution of **Dr. Don Stuss**, who is stepping down as leader of our research programs. So I do hope as many of you as possible can come to the event on Thursday, June 18 at 3:00 pm in the Winter Garden.

As is the tradition, the meeting will be followed by the Baycrest BOARDwalk—one of the most special events we have at Baycrest where our staff, Board members, clients, families, donors, community leaders, and politicians come together to enjoy each others' company, have some fun and, at the same time, raise funds for the care we provide on this wonderful campus. Last year was the most successful BOARDwalk to date, thanks to your efforts—the most funds ever were raised and the staff participation almost doubled from the previous year.

Let's continue this momentum to make this year's event even more successful, with more of our colleagues participating in what is an informal, but rewarding, event. I am in the process now of signing up (and dusting off my running shoes). I hope you and your colleagues will consider putting a team together too. Here is the link to what I think is one of the most enjoyable events we have www.baycrest.org/boardwalk.

We have so much to celebrate; so much to be proud of. Let's use every opportunity to direct our attention to our successes and celebrate this wonderful organization's many strengths which you have built through many years of hard work and dedication.

Bill

<http://intranet/ceo/>

Baycrest celebrates full accreditation to 2011

It's now official – Baycrest has been awarded full accreditation to 2011 from Accreditation Canada – exceeding national standards across different quality indicators and strengthening initiatives that support patient safety and client/family education.

Baycrest goes through a rigorous and thorough voluntary review of its healthcare practices by external peer surveyors every three years as part of its responsibility as an academic health sciences centre. The process enables the organization to examine clinical and operational performance against national standards of excellence, and get a clear picture of strengths and areas to be improved.

“Our staff at all levels and across all disciplines demonstrated great initiative and ideas for quality improvement and made a concerted effort to implement these initiatives

as recommended by our external surveyors to achieve full accreditation,” added **Dr. Maria Huijbregts**, director, Quality Risk and Patient Safety.

In its final report, Accreditation Canada noted that Baycrest exceeded the national compliance rates across all of the eight quality dimensions. They included:

- ◆ **Population Focus** (working with communities to anticipate and meet needs)
- ◆ **Accessibility** (providing timely and equitable services)
- ◆ **Safety** (keeping people safe)
- ◆ **Worklife** (supporting wellness in the work environment)
- ◆ **Client-Centred Services** (putting clients and families first)

- ◆ **Continuity of Services** (experiencing coordinated and seamless services)
- ◆ **Effectiveness** (doing the right thing to achieve the best possible results)
- ◆ **Efficiency** (making the best use of resources).

Baycrest enhanced several organizational practices as a result of the accreditation process, strengthening its focus on patient safety and communication. These practices included client/family communication, medication reconciliation, tracking and sharing infection rates, and implementation of a falls prevention strategy.



Baycrest Watch Award Recipients 2008

Recipients of the Baycrest Watch Award are recognized for their actions which have helped to protect the personal safety or property of others or the property of Baycrest, and possibly preventing a crime from happening. The program is a cooperative effort with the Metropolitan Toronto Police. Here are this year's recipients, who will be honoured at the Long Service Awards Tea Reception on May 27:

Mark Khentov, Housekeeping, found a wallet with cash and personal cards found in the main laundry room area belonging to an Apotex client.

Dorota Neugebauer, Food and Nutrition Services, found a purse with cash, personal cards and sunglasses found in the main cafeteria belonging to a visitor.

Sofiya Shapiro, Food and Nutrition Services, found an

envelope with \$6,000 cash in the main cafeteria belonging to a staff member and found a bag with \$28 cash, personal cards and sunglasses found in the main cafeteria belonging to a visitor.

Monika Vasilko, Food and Nutrition Services, found a wallet with cash and personal cards in the W.A. Café belonging to a visitor.

Nursing - You can't live without it: National Nursing Week May 11 to 17

National Nursing Week is such an important event as it welcomes the opportunity to profile the vital role nurses play and the impact that the nursing profession has on both the health care system and the lives of every Canadian. Baycrest acknowledges this special time with activities organized throughout the week which brings together nurses and their colleagues to celebrate both the profession and accomplishments that have occurred throughout the year.

The week will be filled with chances to win prizes through daily quizzes and puzzles and a game of Nursing Week Jeopardy; treats of muffins and bagels; guest speakers and 15-minute yoga breaks. One of the activities is a poster competition based on the nursing week theme. Nursing teams will explore and express: **what is it about Baycrest nursing that you can't live without?**

"This question resonates within my own practice, as

nursing - particularly within the expertise of geriatrics and gerontology - is very near and dear to my heart. This expertise positions us as valuable partners in the healthcare team who contribute to care for the elderly, the aging brain and brain health," says **Penelope Villella**, manager/professional practice leader, Nursing. "It is critical that we should both celebrate and teach others about our nursing knowledge in this particular field and highlight its importance in caring for Canadians in the future."

Another highlight of Nursing Week is the Nursing Scholarship Awards on Thursday, May 14. Baycrest has a long history of family support and nursing scholarship awards which help our staff grow, develop and reach their professional goals. This year's recipients are:

◆ Rose & Jonas Glowinsky Award: **Cyndi Pirs**, registered nurse, unit director, Apotex 4

◆ Yetta Ungerman Nursing Scholarship Award: **Suman Iqbal**, registered nurse, unit director, Apotex 5

◆ Maxwell A. & Fanny Levy Award: **Joyce Tsui**, registered practical nurse, Apotex 5

◆ Goldgrub Family Nursing Education Award: **Lona Gibson**, personal support worker, Apotex 5

Thank you to the Nursing Week Committee who assisted in the development of these events and gathering donations to sponsor our efforts: **Penelope Villella, Mary-lou Ip, Amy Rothwell, Marilyn El Bestawi, Barb Steed and Tina Robertson.** A special thank you goes to **Judy Ritchie** for sponsorship donations and **Suman Iqbal** for guest speaker bookings.

Be sure to check the LCD screens at the Apotex and Khedive entrances and the intranet at Baycrest@Work each day for Nursing Week events. [BM](#)

Mask fit testing

As a regular part of workplace safety initiatives, Occupational Health and Safety conducts mask fit testing throughout the year. If you haven't had a mask fit test, please contact **Gloria Pickering** at ext. 3653 to schedule an appointment for the next sessions on May 12 and 21.

Please leave a message with:

- ◆ your name and phone number
- ◆ which date you prefer - May 12 or 21
- ◆ a suggested half hour time slot that works best for you between 8:30 a.m. and 4:00 p.m. We will try our best to accommodate requested times but depending on demand for time slots we may have to suggest an alternate time.



If you have been tested but cannot find your fit test card, please call Gloria Pickering at ext. 3653 to get a new one.

Daughter's wish to be near her mother made possible by Baycrest

Ten years ago, Apotex 4 North resident Mena Skolko and her family decided that Baycrest was the best place for her to live. Her husband Dr. Arthur Skolko passed away a few years earlier, and Mena had developed dementia. Mena's daughter Susan Samanta and son-in-law Dave Samanta looked after her and visited her at the Apotex almost every week.

When Susan's own health recently took a turn for the worst, she wanted to be cared for at Baycrest, so she could be close to her mother.

A former teacher from Toronto, Susan was diagnosed with glioma, a type of brain cancer. She underwent surgery in April 2008. The operation caused loss of speech, ability to read and write and left her right side paralyzed. After about four months of chemotherapy and radiation, and a few months of palliative care at another acute care facility, Susan requested to be cared for at Baycrest Hospital's Shirley and Philip Granovsky Palliative Care Unit (6 West).

"Susan is a sincere, gentle, kind and loving person and she became a good friend to all the nursing and support services of Apotex 4 North. Her main reason to come to Baycrest was to be near her mother, knowing very well her loss of speech and her mother's cognitive impairment would bring forth many challenges," explains Dave, who is retired from IBM. "There are so

many caring professionals at Baycrest, including the staff of Apotex 4 North, Hospital 6 West, the therapeutic recreationists, and Mena's caregiver Nancy, who helps Susan and Mena get together five times a week, communicate with each other and accept their mutual challenges."

Both mother and daughter enjoy attending the piano recitals on 6 West and the concerts in the Winter Garden and watching musical DVDs. Now 95 years old, Mena has severe memory loss, but does remember some

Yiddish and enjoys music. She loves to sing along at the concerts.

Dave remarks that Susan's condition has significantly improved since she moved to Baycrest Hospital and credits the care and compassion of the 6 West staff which made this possible.

"Baycrest has played a very important role in the lives of these two individuals and we hope that it keeps on giving them the joy and happiness as long as they live," expresses Dave.



6 West patient Susan Samanta and her mother Apotex 4 North resident Mena Skolko share a loving moment together at Baycrest.

Health and Safety Week May 3 - 9

Learn about health and safety at Baycrest and meet the joint occupational health and safety committee members at the display by the Cafeteria.

See if you can spot the hazards at the demonstration mock ups at specific sites from Tuesday to Friday.

Complete health and safety quizzes for a chance to win some prizes.

Announcements

Knowledge sharing: **Dr. Kelly Murphy** psychologist, Cognitive and Behavioural Health Program, recently gave a presentation at The Ottawa Hospital's City-Wide Rounds, sponsored by the RGP of Eastern Ontario. The topic was "Memory Intervention in Mild Cognitive Impairment". The presentation was telecast to up to 22 sites throughout Ontario.

Congratulations to **Dr. Laura Wagner**, scientist, Gerontological Nursing Research, KLRU, who was awarded a New Investigator Award in the Area of Aging from the Canadian Institutes of Health Research (CIHR).

Farewell to **Dr. Guy Proulx**, who accepted an exciting new position within the Faculty of Psychology at York University and will be stepping down as director of the Cognitive and Behavioural Health Program at Baycrest at the end of June 2009. Over the last 23 years, Dr. Proulx's tremendous contribution to Baycrest has strengthened research, care and academic practice focused on cognition and aging.

Dr. Proulx will continue to have strong linkages with Baycrest through the many educational initiatives that have been initiated under his leadership involving post-doctoral, doctoral, undergraduate and co-op students within neuropsychology at York.

Congratulations to **Dr. Angela Troyer** who will assume the interim role of director, Cognitive and Behavioural Program beginning July 2009. Dr. Troyer joined Baycrest in 1994 to complete a postdoctoral fellowship within the Rotman Research Institute and has been a staff neuropsychologist within the Department of Psychology since 1997. She specializes in the assessment and treatment of memory changes associated with early aging, mild cognitive impairment and early dementia. She has developed Baycrest's Memory Intervention Program and the Memory and Aging program. Dr. Troyer is currently the Chair of the Baycrest, Research Ethics Board and is an adjunct professor in Psychology at York University.

Family Education Night

Everyone is welcome.

Wednesday, May 20th
7:00 - 8:30 p.m.
Loftus Hall

Patient safety is a Baycrest priority. Find out about the role of the Clinical Consultant in the Apotex, an important part of your healthcare team.

Medication Safety: Getting it right the first time

- ◆ Medication Safety: What does it mean?
- ◆ The on-site pharmacist: What's their role?
- ◆ Prescribing drugs: Decision support at Baycrest
- ◆ Our Pharmacy: Committed to drug safety

Guest speakers:

Norine Graham-Robinson, Manager Long Term Care Services, Medical Pharmacies
Judith Vepy-Lebrun, Clinical Consultant Pharmacist

Registration Required. Please RSVP to 416.785.2500 ext. 6122

Fatima Marques



It is with great sadness and regret that we inform you of the passing of **Fatima Marques**, housekeeping aide, who passed away on April 28. Fatima was a few weeks away from her 43rd birthday. She will be sadly missed by fellow Environmental Services colleagues, staff, clients and families across Baycrest.

Fatima joined Baycrest on December 4, 1989. She was a happy-go-lucky person, and a very responsible and dedicated individual who saw the goodness in others. Fatima shared

her opinions at staff meetings and advocated not only for her colleagues, but the clients of Baycrest, as if they were her own family members.

Our heartfelt condolences go to Fatima's sister **Inez Araujo**, who is also part of the Environmental Services team at Baycrest, her son Leonel and the rest of her family.