

Baycrest Matters

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

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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.

In each issue of Baycrest Matters, we will focus on one goal connected to our new strategic plan and present a story that brings it to life.

This issue: *Strategic Focus: Develop and provide innovative and exceptional interprofessional care for the aging population within the evolving health care system.*

IPE Student Pilot program supports interprofessional collaboration

As a world-renowned leader in caring for aging adults, Baycrest is strategically positioned not only to adapt, but to lead innovative changes in how interprofessional care is provided in a reforming health care environment. A new pilot project helps to meet the goal of how we provide interprofessional education programs to health care students, which ultimately supports interprofessional collaboration.

In February 2009, three students from Nursing, Physiotherapy and Social Work participated in Baycrest's pilot Interprofessional Education (IPE) Student Program. The IPE pilot placement took place

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Participants in the pilot IPE program includes Staci Moddel, physiotherapy student, Sharon Faibish, PPL, Occupational Therapy, Penelope Villella, PPL Nursing, Ruby Manuel, nursing student and Meghan Grondin, social work student.

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

IPE Student Pilot...continued from page 1

on 5 East, a Complex Continuing Care unit at Baycrest Hospital, and was facilitated by **Penelope Villella**, IPE leader / facilitator and manager / professional practice leader, Nursing and **Sharon Faibish** co-facilitator and professional practice leader, Occupational Therapy. The students participated in an orientation / preparation tutorial session followed by four weekly tutorial sessions.

The goals for this IPE placement program included: The opportunity for students from various health care disciplines to develop an increased understanding of the expertise that each discipline brings to the solution of health problems; the provision of opportunities for students to learn and develop clinical expertise together; the opportunity to develop an understanding of team dynamics, communication skills within the team, and conflict resolution within the context of a well-functioning team; and enhanced skills in building interprofessional relationships and maximizing team function.

During the tutorial sessions students discussed clinical scenarios, learned from content experts about the role of pharmacy, MDS and pain management at Baycrest and discussed their interprofessional roles and scopes of practice. The students concluded their interprofessional

placement with a presentation to the 5 East team members titled: "Moving on Up: A Look at Patients Discharged from Complex Continuing Care."

Program evaluation methods consisted of a focus group, questionnaire and the Interdisciplinary Education Perception Scale (Luecht, 1990) before and after the placement. Overall, the anecdotal data of the interprofessional student experience identified an increased understanding of interprofessional roles and expertise, improvement in ability to communicate with other health care team members, and ability to observe how teams collaborate.

Interprofessional education has been described as learning together to promote collaboration. It involves creating opportunities such as IPE placements to foster an environment whereby students from various health care disciplines can learn both from one another and the placement team. Outcomes of these learning opportunities include: enhancing interprofessional competencies; skills in building interprofessional relationships; and maximization of team functioning.

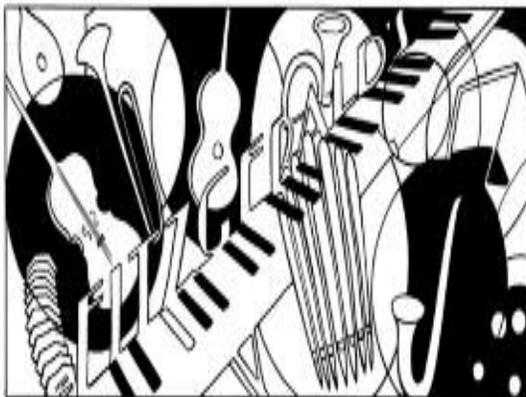
Interprofessional education is not just a Baycrest initiative, but follows federal legislation. According to Health Canada: "Changing the way we educate health providers is key to

achieving system change and to ensuring that health providers have the necessary knowledge and training to work effectively on interprofessional teams within the evolving health care system."

As professional practice leaders, both Penelope and Sharon found facilitating the IPE sessions to be a very positive learning experience. "Working with the students and the interprofessional team is a perfect example of how Baycrest will *develop and provide innovative and exceptional interprofessional care for the aging population within the evolving health care system*, as it best prepares the future generation of health care providers," says Penelope. "This pilot program also further developed our own IPE/IPC facilitation skills."

Baycrest plans to continue the IPE student program in the fall in addition to a possible IPE facilitator workshop.

BM



Everyone welcome

Baycrest Presents
An Intergenerational Community Event
Jazz for Juniors and
Spirited Seniors

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

June 17, 2009

7:00 PM – 8:00 PM

Nursing Week at Baycrest the "best one yet"

Registered nurses, registered practical nurse and personal support workers celebrated their profession last month during National Nursing Week with exciting events, games, and guest speakers. Following the theme "Nursing - You Can't Live Without It," many Baycrest nurses say it was the best Nursing Week yet.

This year the committee worked very hard to offer an enjoyable experience for nurses not only across the organization, but also planned something special for every shift. One of these activities was asking nurses to anonymously submit their thoughts about why they became a nurse. Here are some excerpts from their reflections:

"When I reflected upon why I chose to become a nurse, I thought about the time when my grandmother was admitted to a nursing home. I wanted to help her and understand some of the issues which she was going through. I found out about the Registered Practical Nurse Certificate program at George Brown and I decided to explore nursing. I was very excited going through school and applying my knowledge to the care of my grandmother. However, shortly after I graduated, she was admitted to hospital. Her condition worsened and she died that night. It was a sad time in my life but that is why I want to make a difference in the care of others, especially the elderly...Having a loved one in a nursing home allows me to understand some of the issues from both the family and nursing perspectives."

"Working as a personal support worker, I am faced with many



This year's recipients of the Nursing Scholarship Awards are (from right to left): Maxwell A. & Fanny Levy Award recipient **Joyce Tsui**, registered practical nurse, Apotex 5; Goldgrub Family Nursing Education Award recipient **Lona Gibson**, personal support worker, Apotex 5; Yetta Ungerman Nursing Scholarship Award recipient **Suman Iqbal**, unit director, Apotex 5; and Rose & Jonas Glowinsky Award recipient **Cyndi Pirs**, unit director, Apotex 4.

challenges on a daily basis. I need to use my good judgment. But the most important ingredients are tons of patience and also lots of tender loving care... I try to do my job with compassion, competency, and try my hardest to effectively advocate on the clients' behalf. I understand the essential role that I play in influencing the quality of life for persons with dementia, and that they need meaning in their lives just as much as the rest of us do."

"Growing up I always wanted to be in a profession where I could help people. I wanted to become a doctor. When my grandmother suffered a stroke and had to go through rehabilitation. I noticed most of her time was spent with the nurses on the unit. One nurse even braided my grandmother's hair, which was not part of her job, but she

went above and beyond to make my grandmother feel comfortable. When my sister's baby girl was diagnosed with sickle cell anemia, I saw the pain my sister went through. After several trips to Sick Kids and several sleepless nights, I realized that nurses had more interaction with patients and as a nurse I could make a difference in people's lives...I wake up tired sometimes, but when I think of the welcoming smiles I get when I come to Baycrest I feel happy and I push myself to be here."

"My passion for nursing started many years ago as a nine-year-old girl. I was very sick and was hospitalized twice. The second time, my illness was much worse. When my mother brought me back to the hospital, the doctors and

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Nursing Week at

nurses told her I was practically dead and couldn't do anything to help me. I was admitted, treated and got better. The nurses always made me feel happy...I wanted to become a nurse so I could give back to someone by sharing my love, my time, my help, my experience...As a personal support worker, I have fulfilled this role and have found my job to be so rewarding."

Family feedback - here is what Apotex 7 resident Magda Frank's family said about one special nurse: "We all are very impressed and appreciative by the devotion, compassion, and commitment of **Beverley Campbell**, registered nurse, to our mother in a consistent and caring manner. We commend Beverley of her experience, support and personal care that she has provided on an ongoing basis and we believe she displays quality care and consistent devotion beyond and above her call of duty. Her experience and competency enhances her ability to provide an elevated standard of care at Baycrest."



During Nursing Week, Apotex nursing staff treated residents to an entertaining afternoon filled with poetry reading, singing and dancing. Strutting their stuff here are personal support workers (let to right): **Emilia Milanes, Celia Aclan and Maria Antonio.**

Congratulations to **Laura Bird**, registered practical nurse, West, who was nominated for the Toronto Star Nightingale Award by Susan Szainwald, chair of the Baycrest Hospital Family Advisory Council. Laura previously worked on 7 East,

where Susan's father was a patient until he passed away last year. Laura did not win the award, but was recently mentioned with many other nominated nurses in the newspaper's Nursing Week Special Section. **BM**

Nursing Week Prize Winners:

Quizzes (\$25.00 Best Buy gift certificate): Joyce Tsui, Alla Koshukh, Donnabella Aquino, Agnes Dzialo, Debbie Proulx, Hong He, Olga Niman, Cyndi Tavener, Delia Silva, Laura Bird and Delver McFarlane

Wednesday Guest Speaker door prize (gift certificate and water bottle): Sheron Morgan, Ofelia Ajero, Tamara Gherman, Barbara Steed, Lona Gibson and Melake Sebhatu.

Jeopardy Game Winners and Prizes:

- Just for Playing Prize (Tim Horton's gift certificate and golf balls): **Emma Alde**
- 100 Points Prize (Tim Horton's gift certificate and golf balls): **Cora Castilo**
- 200 Points Prize (Tim Horton's gift certificate and golf balls): **Hong He**
- 300 Points Prize (Computer bag and specialty pens): **Ester Biney**
- 400 Points Prize (Life Mark Bag and Shoppers Drug Mart gift card): **Aurora Aglipay**
- 500 Points Prize (Life Mark Bag and Shoppers Drug Mart gift card): **Debbie Parris.**

Poster Presentation Competition:

- First Place (five luggage sets): Baycrest Hospital, 5 East:
- Second Place (two DVD players, \$25.00 gift certificate, watch, digital photo frame/alarm clock: Baycrest Hospital, 4 East
- Third Place (five \$25.00 gift certificates): Apotex 4

Friday Random Draw for one RN, RPN and PSW (bag, gift certificate, water bottle and pen): Maxene Wilson, RN, Jim Wang, RPN, and Cynthia Lewis PSW Apotex 4

Thank you to the Nursing Week Committee and everyone who made donations of prizes and their own time.

Students engage in inter-religious dialogue with Baycrest clients

In order to spark inter-religious dialogue, a group of students from the University of Toronto spent the better part of their school year volunteering on Fridays at Baycrest to learn all about Judaism and the heritage of Jewish people. For many of these students, this experience was the first exposure to this culture, but it did not take long for them to feel welcomed by the community.

Janis Sternhill, Volunteer Services coordinator, worked with University of Toronto's community development coordinator Dawn Britton and Reid Locklin, assistant professor of Christianity and the Intellectual Tradition, to develop the program. As the daughter of a former Baycrest social worker, Dawn was already connected to Baycrest, and knew that it would be the perfect learning environment.

Volunteering is part of the course curriculum and the participants were hand picked by Locklin. One criterion was clear - the students couldn't be Jewish: "There was no point to come to Baycrest to learn about Judaism if you already knew about the practice. This had to be a fresh and new experience and the students had to learn about the religion as it is lived," explains Janis. Most of the students were from a Christian background, and according to Janis, they were some of the most mature student volunteers she has ever met.

Under the guidance of **Anne Max**, social worker, **Shoshana Yaakobi**,

coordinator, Holocaust Resource Program and **Bobbie Cohen**, coordinator, Culture and Heritage, the students were placed in volunteer positions in Café Europa and the Shalom/Kabbalat Shabbat cultural programs. They helped by escorting clients, leading them in songs and engaging them in discussions and events. "It worked out well that all the students were available on Fridays, since so much is going on that day at

Matthew D'Souza, another student in the interreligious program, admits: "I did not know much about Judaism before I volunteered at Baycrest, but every Friday I feel Jewish." His classmate Sarah Tadros agrees: "At Baycrest we discovered such a sense of community, ethnicity and religion." For many of the students, this was most evident when they helped out at the Shalom program - Baycrest Hospital's Oneg Shabbat program.

"You have individuals whose health is deteriorating, but they are still dedicated to their religion and participating in their weekly traditions," Sarah adds. At Café Europa, the students saw first hand how even guest performers who were not Jewish would honour the culture. In a written reflection, the students cite how a violinist had learned Jewish pieces and Yiddish songs for the occasion. One song, which was about

returning to Israel, moved many Café Europa attendants to tears. "I must admit, I myself was very moved by the sense of deep unity that welled-up (seemingly out of nowhere), as they sang together," says one student.

Throughout the year, the students discovered through volunteering at Baycrest a sense of history, unity and solidarity, and many of them say they will hold onto this for the rest of their lives. For one student, "the next step, for me, is approaching the Jewish tradition in hopes of finding more connections across social and ethnic boundaries." **BM**



Volunteer participants of the University of Toronto interreligious dialogue include: Observer Guinevere Kern, Chiara Ubertino, Matthew D'Souza and Sarah Tadros.

Baycrest, but it is also a day where our culture and heritage are truly showcased," adds Janis.

Student Chiara Ubertino was amazed at what she learned from a culture where the "...human connection is so strong. Judaism is the big brother of Christianity, so there were certainly lots of things that were familiar, things that reminded me of what I learned at church," she says. The students recognized that the origins of Christianity are found in Jewish roots, and this special tool helps to establish their shared values - a stepping stone for other important elements within interreligious dialogue.

ATTENTION ALL CLINICAL STAFF

New method to obtain MMSE

Effective Wednesday, June 3, 2009, Baycrest will implement a new method for clinical staff to access and use a hard copy of the Mini Mental State Exam (MMSE), a 10-minute questionnaire commonly used to screen for cognitive impairment, sampling various functions including arithmetic, memory and orientation. This method requires that each clinician who uses this exam be authorized by their manager / director. This method to obtain a copy of the MMSE should be used once all current paper copies have been used.

Only clinicians (which include physicians, psychologists, social workers and authorized nurses) who administer the test are allowed to download and print the form. No other Baycrest staff members will have access to the form.

If a clinician decides to use the MMSE tool during a client visit or assessment, it will be immediately available for download and printing off the intranet. To download a copy of the MMSE form, go to <http://intranet/BaycrestWork/mmse>

To obtain further instructions, please speak with your manager /director. If you are NOT ABLE to access the intranet page according to the instructions, please call Customer Support at x 4357 OPTION 1 to ensure you are in the right security group. For additional questions please contact **Myra Ehrman**, project manager, Informatics Team, e-Health Program, ext. 3351.
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Flower power

A jungle of all kinds of lovely green plants for sale, which were lovingly tended to by patients and volunteers from the 6th floor, Baycrest Hospital, greeted passersby outside the main cafeteria on May 26. The plant sale raised nearly \$400.00 in support therapeutic recreation programs on 6th floor, Baycrest Hospital. Helping find the plants new homes were (left to right): volunteer Sylvia Spiegel, therapeutic recreationist **Joanne Ingell**, and volunteer Lesley Hornik. Absent: volunteers Jettie Schochet and Solly Joffe.

Centenarian celebrates milestone birthday “at the club”

Margaret Kamin-Zysman celebrated her 100th birthday last month with many of her friends at the “club” – not a swanky country club – but the Hard of Hearing Club at Baycrest. Nevertheless, Margaret’s birthday was a stylish event with lots of good cheer from her fellow club members, who honoured her special day with a beautiful cake.

Born in Poland, Margaret came to Canada when she was 17 years old. Fluent in six languages, she worked in Toronto movie theatre box offices for nearly 50 years, married and raised two sons and was deeply involved in the Jewish community. Still living independently, Margaret does not look her age, and confesses she does not feel it. She can certainly be taken for someone decades younger. However, she admits one of the drawbacks of reaching this milestone is the loss of hearing. Margaret joined the Hard of Hearing (HOH) Club nine years ago to help her cope with this challenge.

The HOH Club provides an opportunity for seniors isolated by their hearing loss to come together, discuss their common problems and make new friends. Founded in 2000, the club has evolved into a great support group that is both social and educational, and assists members in coping with the daily problems that their hearing loss and hearing aids present.

“When I enter the meeting of the HOH club on Tuesdays, I get an instant lift by the friendly greeting from our group. There is a sense of camaraderie and good fellowship among us; we are all safer, so to speak, in the same boat,” says Margaret, who has been attending the meetings regularly since the club’s inception.

Members learn about hearing aids and assistive technology that helps to keep them in touch with the outside world, improve their quality of life and live alone more safely and independently. Through the support of Baycrest audiologist **Marilyn Reed**, who facilitates the group, guest speakers and even each other, they also learn about strategies for coping with hearing loss, including use of effective communication strategies, manipulating the environment, being assertive, maximizing use of auditory and visual cues and speech reading.

Group members are encouraged to self-advocate and educate their families, friends and others they interact with about good communication techniques. They also advocate for improved access for the deaf and hard of hearing in public

places, and were instrumental in having more accessible public phones installed at Baycrest.

Weekly meetings are attended by 10-16 regular members. “For some members, this is the only place where they can communicate effectively and socialize in a group, and share an understanding of their hearing problems. As a result they are very close-knit,” states Marilyn. “When one member has something good to celebrate, everyone here wants to be a part of it.” **BM**



Margaret Kamin-Zysman (centre) celebrates her 100th birthday with all her friends at Baycrest's Hard of Hearing Club.

Summer Youth Volunteer Opportunity!

Summer is in the air and it's the season for students get involved in their community! Each summer, youth volunteers aged 13 to 25 years old dedicate their time to Baycrest by providing companionship and services to our clients. Encourage your kids and their friends to have fun and give back by joining the Baycrest Summer Youth Volunteers.

For more information, please call 416-785-2500 ext. 2572.

Announcements

Congratulations to **Rachel Heft**, who has accepted the position as clinical manager, 7 West, Baycrest Hospital, beginning June 8. Rachel is currently the unit director on Apotex 2 where she has provided strong leadership and developed a good rapport with staff and families. Before joining Baycrest, Rachel worked at West Park Health Centre, where she worked with staff and patients related to Chronic Assisted Ventilatory and Respiratory Care. As a registered respiratory therapist with extensive experience in the Complex Continuing Care sector, Rachel brings a wealth of knowledge and experience to her new surroundings.

Knowledge sharing: **Judy Chu**, Fitness and Health Promotion Department, Terraces/Wagman Centre presented at the 2009 Canadian Personal Trainers Network Conference on May 9 on adapted aerobic fitness for seniors. The workshop highlighted the latest research to support aerobic fitness as an important fitness component.



Can volunteering help you with healthy aging?

Baycrest invites you to join an exciting new research project focusing on the link between volunteering and healthy aging. The study is made possible with a grant from the Government of Canada (New Horizons for Seniors Program).

Need participants who are:

- Aged 55 or older
- Not working or in another **formal** volunteer position (informal volunteer roles, such as family caregiving, are allowable)
- Willing to contribute 3 volunteer hours per week over a 6 month period

Compensation and free parking will be provided for all BRAVO participants.

Call the Baycrest Volunteer Office at
(416) 785 2500 ext. 2572

Email: alefkovitz@baycrest.org

Baycrest

This project is funded by
the Government of Canada's
New Horizons for Seniors program.

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