

Baycrest Matters

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

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Falls best practice initiative reduces falls on 6 West

Dr. Bill Reichman, Baycrest president and CEO, recently attended rounds on the Phillip and Shirley Granovsky Palliative Care Unit on 6 West to acknowledge the incredible work the unit has done to implement falls best practice. With the help of senior occupational therapist **Lynda Dunal** and clinical nurse specialist **Sandra Law**, the interprofessional team has adopted specific changes in

their practice to help reduce falls amongst their clients, which in turn has increased the quality of end-of-life care.

During Accreditation 2008, falls prevention was identified as a required organizational practice. Since then, much work has been done to create a falls prevention strategy at Baycrest, including a falls risk management policy and a falls best practice pilot project. Based on Falls Best

Practice training, six pilot programs were asked to develop goals and action plans for four quarters. 6 West was one of the pilot programs and was successful in meeting their goals.

Led by unit physician **Dr. Daphna Grossman**, rounds were attended by the interprofessional team, which included representatives from nursing, social work, nutrition,

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6 West staff is presented with a letter of recognition from **Dr. Bill Reichman**, Baycrest president and CEO, for the unit's work in falls best practice initiatives.

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

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speech language pathology, pharmacy, occupational therapy and physiotherapy. Lynda, Sandra, **Dr. Maria Huijbregts**, director, Quality, Risk & Patient Safety, and **Marilyn El Bestawi**, director, Baycrest Hospital, were also guests at rounds. The team reviewed three cases which highlighted how even the slightest changes in their practice improved the care for their patients.

"We recognized that falls was an issue for many of our patients, falls for anyone can affect quality of life, but this population is particularly susceptible," explains program director **Mary Lou Ip**. "We began setting goals to help us address falls prevention and management on our unit, and it didn't take much to engage individuals from all disciplines to adopt these goals."

The changes included conducting a falls risk assessment on clients within 24 hours of admission, the placement of a falls risk binder on the unit that

staff can consult at any time, discussing the results of Safety Event Reporting System (SERS) reports at business meetings to help identify trends, to name a few. Although the changes may seem small, together they add up to big results. In fact, in the month of May, the unit did not have any patient falls at all.

The unit is a complex environment and many factors can contribute to the risk of falls. The interprofessional team examines the cognitive and physical skills of all patients and treats each case individually. For example, while it may be safe for some patients to have a walker in their room, for others it can be extremely dangerous. The solutions to prevent falls may include rearranging the furniture in the room for safer mobility, using bed alarms or lowering beds. Since certain medications can cause falls, they are sometimes removed from the patients' regimen. The team also works closely with families and

provides them with education on falls prevention and management and tips on how to help their loved ones stay safe.

For the nurses on the unit, it is reassuring to know there are now resources put in place that can help to identify who is at risk for falls. At shift change, nurses communicate more with each other about higher risk patients. This information, now shared more readily, has led to better patient care.

At the end of rounds, Dr. Reichman presented the team with a letter of recognition, praising them for their efforts. "Not only am I here to congratulate you as a team, but to also to learn about all the falls best practices you have implemented on the unit," says Dr. Reichman. "Baycrest takes great pride in providing safe quality care to all of our clients and it is clear that the 6 West team is doing their part to reduce falls and minimize falls-related injury." **BM**



On September 30, Baycrest held its first annual Falls Awareness Day. Sandra Law and Lynda Dunal set up a display of restraint alternatives and falls awareness reading material and spoke with staff members, private companions and family members to share tips about how they can help reduce the risk of falls. Falls Awareness Day is just one example of the Falls Best Practice Initiative.

For more information, please call Lynda at extension 2673 or Sandra at extension 3440.

Congratulations to the 2009 Shore/Gorman Award Recipients

Three programs at Baycrest were honoured with this year's Hy and Bertha Shore & Harry and Sara Gorman Award, providing them with the opportunity to improve the quality of care for seniors at Baycrest and beyond. **Lynda Dunal**, of Quality, Risk and Patient Safety, **Dr. Michelle Hart** on behalf of **Judy Ritchie** and the Acute Care Transition Program, 3 East, and **Drs. Nicole Anderson, Kelly Murphy and Angela Troyer** of the Kunin-Lunenfeld Applied Research Unit (KLARU) and Psychology Department accepted the awards at a luncheon held on September 22 in the company of their colleagues, members of the Shore and Gorman families and their guests.

Lynda was given the award to support a collaborative project which will include the development, dissemination and evaluation of an educational training video illustrating

Falls Best Practice for all Baycrest staff, clients and families. Along with clinical nurse specialist **Sandra Law**, Lynda is applying her skills as a senior occupational therapist to help reduce the risk of falls in Baycrest clients through a variety of initiatives, but her work also has a personal meaning. She related the story of how her own mother's life was impacted by falls.

The Acute Care Transition Program, 3 East, received the award to support the production of new educational resources including the Baycrest Advanced Geriatric Life Support (BAGLS) "Survival Manual", the BAGLS scenario-based training course and the purchase of a required mannequin. The manual is for nurses, staff physicians and medical residents who are completing their rotation in geriatrics.

Drs. Anderson, Murphy and Troyer were granted the award to support the writing of a book for people with mild

cognitive impairment (MCI), their families, and health care professionals. The idea of the book came about when Dr. Anderson realized that there were no books on this topic written for a lay audience. Dr. Anderson approached her two colleagues, and they developed a detailed plan for a book which includes strategies to improve memory and helpful information on diet and exercise. Oxford Press has expressed interest in publishing the book.

The Shore and Gorman families, dedicated supporters of Baycrest, believe that every staff member plays an important role in maintaining high standards of quality of care for the elderly. Through their generosity, up to six awards are granted annually to employees from all areas of Baycrest who wish to further their careers or produce a manuscript or educational product that can be shared by others.

The award can assist Baycrest staff members to: write a publication in the form of a manual or a book; develop an educational product, such as a video or audiotape, computer software, manual, teaching tool, or invention that would benefit Baycrest or other health care facilities; upgrade education and skills; or help to improve job performance.

"We learned very quickly that staff is at the forefront of care," says Harry Gorman. "Each year we feel privileged to meet the recipients of the award - such interesting professionals who are so dedicated to Baycrest."

"This really is a family affair. This is a very special family that has not only contributed to Baycrest for nearly 50 years, but also supported the Jewish community throughout their lives in so many different ways," says **Mark Gryfe**, president, Baycrest Foundation.

BM



Attendees of the Shore/Gorman Award luncheon from left to right: **Dr. Kelly Murphy, Dr. Angela Troyer, Dr. Nicole Anderson, Lynda Dunal, Neil Shore, Sara and Harry Gorman.** Absent from photo: **Dr. Michelle Hart** and **Fred Shore.**

United Way Campaign – Monday, November 2 to Friday, November 6

The 2009 United Way Campaign launches the week of November 2, and plans for this year's United Way Campaign are well underway. Everyone at Baycrest can find a way to participate and show their support. Here's what's going on, but keep your eyes open for some additional surprises as well:

United Way Campaign Early Bird Draw - \$50 Plus

Baycrest will kick off the United Way Campaign on November 2, but you don't have to wait until then to show your support. United Way pledge forms will be distributed with your pay stubs on Wednesday, October 14 and all pledge forms with a **\$50 (annual) donation** submitted by Monday, November 2 will be entered into the Early Bird Draw. The prize for the Early Bird Draw is a **\$250 Danier gift certificate**. Pledge forms must be dropped in the United Way box in Volunteer Services, Baycrest Hospital, second floor. The winner will be announced at the Gift Basket Raffle on November 6.

Campaign Kickoff: Barbeque in November! Monday, November 2 11:30 a.m. to 2:00 p.m. Silverman Garden Court

Celebrate the United Way Campaign Kickoff with what will probably be the last barbeque of the year! Enjoy a tasty lunch of a hot dog or veggie dog, fries and pop for the nominal cost of \$5.00. The barbeque is on whether rain or shine (even snow)!

Baycrest Jeopardy Tuesday, November 3 11:30 a.m. to 1:30 p.m. Silverman Garden Court

Think you know Baycrest? Test your knowledge and sign up for Baycrest Jeopardy! This event will be very similar to the television game show featuring trivia in topics such as

Baycrest history, research, Baycrest policy knowledge, Baycrest staff knowledge, and other topics. The unique answer-and-question format which Jeopardy is famous for will be used. Contestants are presented with clues in the form of answers, and must phrase their responses in the form of a question. Cost is \$25 per team. To register your team of maximum five people for Baycrest Jeopardy, please contact Denyse Kovac at ext. 3464 or email dkovak@baycrest.org

Pictionary Wednesday, November 4 11:30 a.m. to 1:00 p.m. Winter Garden

Be sure to join in this Baycrest tradition. Show your artistic side – and your support – in the United Way “United We Draw” Pictionary event. Get four of your colleagues together in a team to play a Charades-like game with players trying to identify specific words from their teammates' drawings. Teams will consist of five players. Cost is \$25 per team. Register your team by October 30 by e-mailing Joan Mortimer at mortimerj@baycrest.org with the name of your team and the team of each player. For more information please contact Joan at ext. 2952.

Baycrest Family Feud Thursday, November 5 11:30 a.m. to 1:00 p.m. Winter Garden

Gather your team for Baycrest's first ever Family Feud! In Baycrest's rendition of the popular TV game

show, teams will compete to provide the most popular answers to common surveys. Teams should consist of five players. In order to participate, team captains must register their team in advance by e-mailing Shamindra Fernando (sfernando@rotman-baycrest.on.ca) with the name of your team and all team members. Cost is \$25 per team. For more information, please contact Shamindra at ext. 3642. The survey says it will be smashing good time!

Gift Basket Raffle Friday, November 6 10:00 a.m. Outside the Cafeteria

We wrap up this year's campaign with the chance to win something nice! Purchase your raffle tickets (\$2.00 each or three for \$5.00) for one of the many fabulous gift baskets.

The United Way Campaign Committee is still looking for new items of value that can be used for prize baskets. We are looking for donations of gifts that could be included in: women's beauty and men's grooming baskets, entertainment baskets, children's and baby baskets, sports baskets, home improvement and gardening baskets and more. To donate a prize, please contact **Syrelle Bernstein** at ext. 2577.



Baycrest staff and alumni share expertise at Holocaust Education Week

The 29th annual Holocaust Education week is an Ontario-wide cultural and educational event taking place from November 1 to November 11. With 170 inspirational and thought-provoking programs, it is the largest event of its kind in North America.

This week's events pay tribute to those who perished and honours those who survived the Holocaust. It is an initiative built upon the learning of this dark period in history in the hope that such events never happen again.

Baycrest serves the largest community of aging Holocaust survivors in the country, caring for almost 1,000 individuals, in the Apotex, Terraces, Baycrest Hospital, outpatient clinics and the Community Day Centre for Seniors. Baycrest has one of the most comprehensive programs in the world, providing both education to other caregivers as well as direct support to survivors and their children through literature, support groups and websites. Baycrest has used its expertise to contribute to and develop materials

including 'Caring for Aging Holocaust Survivors', the world's first comprehensive practice manual for healthcare professionals and families caring for victims of war atrocities and genocide.

A number of Baycrest staff and alumni are taking part, delivering talks in a variety of venues throughout the city.

- "How Aging Survivors View their Own Mortality", presented by Dr. Paula David, on Tuesday, November 3, at 2:00 p.m., at Baycrest in the Wortsman Hall.
- "Narrative Ethics: Stories from the Holocaust", presented by Dr. Michael Gordon, on Thursday, November 5, at 12:00 p.m., at St. Michael's Hospital.
- "The Ethics of Forgetting Painful Memories", presented by Marcia Sokolowski, on Thursday, November 5 at 12:00 p.m., at Etobicoke General Hospital.
- "A second Look at the 2nd Generation of Holocaust Survivors' Descendants", presented by Dr. Melyn Leszcz, on Thursday, November 5, at 12:00 p.m., at Toronto Western Hospital.
- "Supporting Children of Aging Holocaust Survivors", presented by Judi Cohen, Anne Max, Peggy Solomon and Shoshana Yaakobi, on Sunday, November 8 at 10:30 a.m., at Terrace Gardens Retirement Residence.

Take part in this year's Holocaust Education Week. To see the complete program, please go to www.holocausteducationweek.com or contact **Shoshana Yaakobi** at extension 2271 for a printed copy.



Baycrest pedal power raises \$530,000

Brothers (left to right) Peter, Alan and Stephen Menkes take a breather after bicycling 100 kilometres from Barrie to Baycrest on Sunday, September 13. They joined 100 cyclists who took on the gruelling ride to raise \$530,000 in support of Baycrest's most pressing needs. Now in its 14th year, the Barrie to Baycrest (B2B) ride has raised over \$8 million over the years.

Changes to influenza vaccine schedule

As we gain more knowledge about epidemiology of the novel H1N1 influenza virus, we will continue to adjust our approach to Baycrest's pandemic preparedness plans. The most recent change is related to the influenza immunization schedule in Ontario which was announced by the Ministry of Health and Long-Term Care on September 24.

It can be summarized as follows:

- In October, the seasonal flu vaccine will be offered to Ontarians 65 years and over and residents of long-term care homes

- H1N1 vaccine will be offered to the general population in November
- The universal seasonal influenza immunization program will be offered to all other residents of Ontario six months of age and older in December/January.

Evidence shows the H1N1 flu virus will be the main flu strain in circulation this fall in Ontario. Seniors are most at risk for complications from seasonal flu while younger people are more at risk for complications from H1N1 flu.

Our annual influenza immunization campaign at Baycrest will follow the schedule set by the Ministry. Please check Baycrest communication vehicles (like Baycrest Matters, Inside Baycrest, Baycrest@Work and the LCD screens) for the most up-to-date information about this year's flu season.

Coffee Break really hit the spot

With the purchase of a cup of coffee, and maybe a treat to go with it, the Baycrest community raised over \$600.00 at the September 22 Coffee Break in support of World Alzheimer's Day. The initiative brought together both staff and clients to make the Coffee Break the most successful to date.

The Complex Continuing Care baking group donated chocolate chip cookies and according to occupational therapist **Niki Roberts**, the opportunity was a terrific experience for the patients: "The participants of the baking group were so excited to be a part of this day and to be able to help out. It was extremely rewarding for them to give something back to Baycrest."

The donations did not stop there. Home-made challahs to nosh on were donated by residents of Apotex 6, and the Creative Arts Studio supplied prizes for a raffle including hand-painted silk scarves, ceramic bowls, greeting cards and beaded necklaces. The Community Day Centre for Seniors also contributed ceramics, baked goods and cuddly stuffed bunnies.

The event could not be possible without the coordination of **Melissa Ziraldo** and her team of volunteers: **Mariana Blanco, Enza Celetti, Shamindra Fernando, Fay Freedman, Keeley Gentles, Mindy Goodman, Bettina Herberman, Linda Jackson, Will Oud, Cara Spencer and Janis Sternhill.**

Congratulations to the winners of the Coffee Break Raffle:

- Betty C. - stuffed bunny
- Diane C. - stuffed bunny
- Holly Demarco - handpainted scarf
- Joan Mortimer - stuffed bunny
- Sharon S. - decorative bowl and handpainted scarf
- Susanna Ng - decorative bowl and handpainted scarf
- Vera V - stuffed bunny
- Jane VanToen - decorative bowl

Fitness Tea acknowledges active participants

The Fitness and Health Promotion Department at the Wagman Centre hosted a Fitness Tea earlier this month to celebrate the concept of healthy living and exercise. They also thanked the volunteers who assist with the gentle exercises classes, fitness administration and the organization of events and lectures throughout the year. Approximately 500 community members and 100 Terraces of Baycrest residents participate in fitness programs offered at the Wagman Centre each year and many members joined the festivities.

This year, two people were given special awards; the Active Living Award and the Vitality Award.

The Active Living Award was presented to Micki Brudner. This award is given to the member who best demonstrates the spirit of active living, someone who believes in the value of exercise in various forms, shares this belief with others by encouraging and assisting their efforts, and has made exercise an integral part of their life.

The Vitality Award was presented to Leon Pinto. This award is given to the member who best

exemplifies enthusiasm and positive energy, someone whose attitude towards exercise provides an incentive to others, shown through their personal determination to overcome challenges and maintain an active lifestyle.

Special thanks to all participants and volunteers for making this such a wonderful event. This event is supported by the Jessica Lax Endowment Fund.



Active Living Award
Judy Chu (Fitness Staff),
Micki Brudner



Vitality Award
Leon Pinto, Dianne Cullen
(Fitness Staff)



Swimming Lesson Achievers
Vera Santilli, Maria Zanchi,
Nicole Campbell (Fitness Staff), Leon Pinto

Missing: Ann Feldman,
Lidia Fellin, Teresa Rossi



Family Education Night

Family members, residents and clients are invited to attend the first talk in our new Family Education Night series:

Visiting with Elders: Making your visits meaningful

Wednesday, October 21, 2009
7:00 - 8:30 p.m.
Loftus Hall

Find out how to make visits with the elderly more enjoyable, creative and meaningful for you and your loved one.

This thoughtful talk focuses on ways of connecting to the strengths of a person who is in the midst of changes in cognition.

Guest speaker: **Ruth Goodman**
- Author, *Visiting With Elders*

Announcements

Please welcome **Holly DeMarco**, who joined Baycrest as an Organizational Effectiveness specialist, on Tuesday, September 22. Holly has over 15 years experience in organizational development, project management and adult learning. She has worked in a variety of settings, both private and public as a learning management consultant, training manager, talent and leadership development consultant. Recently she worked as an Organizational Effectiveness consultant at Baycrest on an eight-week contract over the summer. During that time she worked on revamping Interprofessional Rounds, reviewing our new staff Orientation program, Core Curriculum and several other projects.

Holly is located in the Organizational Effectiveness Department, Baycrest Hospital, second floor and can be reached at extension 2362.



The Behavioural Neurology team on 4 West, Baycrest Hospital, were recently presented with a plaque from Sid Schiff and Brenda Perlmutter, the son and daughter of former patient Genia Schiff. The family recently honoured the staff members with a donation that will benefit the clients of the unit. Pictured here are (back row, left to right): **Dr. Sylvia Rio, Dr. Alex Bhargava, Tamara Ostricky, Dr. Sarah Wainberg, Ruth Goodman, Dr. Jeremy Spevick, Dr. Dallas Seitz, Ursula Denedza**, (front row, left to right): **Ruti Enoae, Robin Mitchell, Anne Kirstein, Mariana Blanco, Sidney, Brenda, Dr. Morris Freedman and Renee Climans**.