

Baycrest Matters

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

NOVEMBER 11, 2009 VOLUME 5, NO 22

IN THIS ISSUE

What will Baycrest look like in 2014? 4

H1N1 vaccination update 5

Advanced Eating Assistance Training for private companions 6

MEDITECH upgrade - system down on November 24 7

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.

Every Voice Counts - Complete the 2009 Annual Employee/Physician/Volunteer Engagement Survey

November 16 - 27

A lunchtime Frisbee club, a new staff recognition program on Apotex 5 and spiritual reflection sessions for the staff of 6 West are all new initiatives that developed out of your feedback from last year's Employee / Physician / Volunteer Survey and led to a better workplace. Lend us your voice again this year to continue to shape your work environment.

Here are some frequently asked questions to help you complete the survey:

When does the survey start and end?

The survey will run from Monday, November 16 to Friday, November 27.

What is the Annual Employee Physician Volunteer Engagement Survey?

This annual survey provides all staff, physicians and

volunteers an opportunity to voice their opinions about Baycrest's work environment. It demonstrates our continued commitment to building a partnership that provides continuous improvement to the quality of work life for Baycrest.

Why should I complete the survey?

This survey provides each and every employee, physician and volunteer an opportunity to express their opinion in an anonymous and confidential manner about Baycrest as a workplace. Your feedback helps to identify what needs to be improved upon and provides direction in the actions Baycrest will take for a better work environment.

Who is the survey provider?

The survey has been developed by Metrics@Work, which is affiliated with Brock University. Baycrest's Organizational Effectiveness

continued on page 2



Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Every Voice Counts...continued from page 1

Department is coordinating the survey.

How do I find time to complete this survey?

All leaders are encouraged to provide staff with time during their work day to complete the survey. The survey takes about 25 minutes. Please speak to your manager/supervisor to arrange an appropriate time during your work day for you to complete the survey.

There are four ways you can complete the confidential survey:

1. If you have a Baycrest e-mail, you will be sent a link to complete an electronic survey. Once you go to the link you will be asked to submit an e-mail address where you will be sent more information about the survey. You can submit a work e-mail address or any other if you feel it is appropriate. We encourage all staff with an e-mail address or access to the Baycrest Intranet to complete the electronic survey as this will reduce the cost of conducting the survey.

Please note: You can leave the survey and return at a later time.

2. Metrics@Work will provide a number of online access codes for participants to log on anonymously from any computer. You will be able to pick up your access code on a first come/first served basis at the WA Café, Gift Shop, Lottery booth and outside the staff lunchroom on the second floor.

3. For staff who do not have access to e-mail, a paper copy will be provided by your manager/supervisor. Paper copies will also be available throughout the care areas of Baycrest and the Organizational Effectiveness

Department (Room 2E22, Baycrest Hospital, second floor).

4. Group sessions for up to 50 people will be facilitated by Metrics@Work to help individuals complete the survey. These will be scheduled by program managers and staff will be advised when to attend.

Will my manager/supervisor be able to find out what I say in this survey?

No, both Metrics@Work and Baycrest will ensure that your survey comments are kept confidential. All completed surveys are confidentially sent to Metrics@Work and no one at Baycrest will see any completed survey.

Metrics@Work ensures that:

- Only their staff/researchers see individual employee surveys.
- All surveys are anonymous (no names on envelopes and no tracking).
- Baycrest only receives reports based on grouped data from working units of at least 20 existing staff.
- Surveys are destroyed by Metrics@Work three months after completion of the project.
- You can call or email Metrics@Work with any questions or concerns within regular business hours (1-800-726-4082 or e-mail info@metricsatwork.com).

Baycrest ensures that:

- No member of Baycrest will see the actual details of your survey.
- At no time will any survey responses collected at Baycrest be viewed by Baycrest employees.
- Completed sealed surveys placed in the secure drop boxes around Baycrest will be emptied by

Organizational Effectiveness and the contents sent directly to Metrics@Work.

Where can I find the survey?

Paper copies of the survey will be distributed to all care areas at Baycrest Hospital and the Apotex, Housekeeping, Food Services, Physical Plant, Terraces/Wagman Centre, WA Café, the Staff Library and the Organizational Effectiveness Department (Room 2E22, second floor, Baycrest Hospital). The **online** version link is available from the Baycrest Intranet or follow the instructions on the Log-In Access Sheet.

Do I have to answer all the questions?

You may choose to skip any question that makes you feel uncomfortable and continue with the survey. Keep in mind that our reports are group based and are for groups larger than 20 people. The more information that can be analyzed the better.

What do I do when I finish the survey?

If you are completing an electronic survey, you can leave the survey and return at a later time. After you have finished, print your "Thank You" Coupon (redeemable for a coffee, tea or pen from the WA Café). If you complete a paper copy, tear/cut your "Thank You" Coupon, seal the completed survey in the postage paid envelope provided and either:

1. Mail directly to Metrics@Work, no postage necessary. There are mailboxes outside the doors at the Bathurst Street entrance and outside the doors across from the Apotex elevators.
2. Place in one of the secure drop boxes located around Baycrest:
 - Bathurst Street Security Booth
 - WA Café

- The Cafeteria
- Staff Lunchroom
- The Mailroom on the ground floor
- The Reception desk at the Khedive entrance
- Terraces Reception Desk
- Apotex Information Booth (parking lot entrance).

What if I don't understand the questions?

You have several options:

- Talk to one of the Survey Ambassadors who will be encouraging people to participate.
- Speak to your supervisor - if others in your department are facing the same challenge then your manager might arrange for you to complete the survey together as a group.

- You can complete the survey with a co-worker, friend or family member who can help you with the language.
- Call **Holly DeMarco** in Organizational Effectiveness at Ext. 2362 for support.

I can't access the survey from the link. What should I do?

Call the Help Desk at ext. 4357 during regular business hours. Outside regular business hours, if you have difficulty using the electronic questionnaire, please use the paper version. Any questions can be forwarded to **Holly DeMarco**, Organizational Effectiveness specialist at ext. 2362.

What will be done with information once the survey is completed?

Once all of the completed surveys have been received by Metrics@Work, they will summarize the results and create a summary report for Baycrest and for many of the larger work areas across the organization. The results will then be communicated to staff with an opportunity to provide feedback. Finally, action plans will be created and implemented to address key findings.

What happens if I need more information?

Please contact **Holly DeMarco** at ext. 2362 or hdemarco@baycrest.org
BM

2009 Annual Employee/Physician/Volunteer Engagement Survey

Calling all motivators!

Are you the team member who always plans the group outings and organizes the bridal or baby shower gifts? Are you known for your high energy and enthusiasm? Do your colleagues expect you to have all the answers? If you answered yes to any of these questions, then we have special role for you! Join the 2009 Annual Employee Physician Volunteer Engagement Survey Ambassador Program, and help spread the word across Baycrest about how all staff and volunteers can bring on change for the better.

As an ambassador you will help to

increase the response rate from last year's survey, encourage your peers to complete the survey and help to guide them through the process. The goal is to have an ambassador from every floor, unit or program who will take just three minutes each day to motivate their team. With a special chant and music to energize Baycrest staff and volunteers, ambassadors will help to ensure that the survey is on everyone's mind.

Language Ambassadors

Do you speak another language? Why not become a Language Ambassador? In this role, you will help a group of people who speak the

same language to complete the survey by offering any explanation of the questions and selections.

If you would like to participate in this very interactive Ambassador Motivator role or Language Ambassador, please call **Holly DeMarco**, Organizational Effectiveness specialist, at ext. 2362.

Strategic Plan

What will Baycrest look like in 2014?

In the October 28 issue of Baycrest Matters we focused on our new strategic plan and where we are headed. As a regular feature, Baycrest Matters catches up with a few staff members and volunteers to discuss the new vision. We asked them what it means to them and what they think Baycrest will look like in 2014. Here is what they had to say – you can watch videos of these interviews online at baycrest@work:



Jane Lopez,
registered nurse,
Apotex 5:

“In 2014, I would like to see Baycrest support staff with high technology resources that we can use to provide care to the residents. When people think of Baycrest, they would think of a leader in providing care. I think Baycrest will present its nursing practice as a model at conferences across Canada and the US. ”



Dr. Nasreen Khatri,
clinician-leader,
Mood and Related
Disorders clinic
at Baycrest:

“When I think of Baycrest as a global leader, I think of it as leading by example, providing client-centred, evidence-based care and developing constant

innovations clinically, with our partners from across the world to improve the quality of life for older adults internationally. I contribute to exemplary care here at Baycrest by developing the Cognitive Behavior Therapy Program (CBT). CBT is an evidence-based treatment for mood disorders and currently we are providing this treatment to older adults here at Baycrest as well as innovating new treatments that are tailored to people who are older.”



Ofelia Ajero,
personal support worker,
Apotex 5:

“As a staff member, I think we will be recognized for the work that we do and the excellent care that we give to the residents. As a global leader, this organization will provide the best possible care to the aging and the aged.”



Amy Clements-Cortes,
senior music therapist:

“I envision that we will have to expand services into the community as families care for their loved ones longer at home. We are providing client care that is based on best practices and we try to integrate education and research in clinical care.

BAYCREST VISION:

We will be the global leader in providing innovative and effective solutions to the challenges inherent in the process of aging through the integration of exemplary clinical care, education and scientific discovery.

H1N1 vaccination update

To date, more than 850 people have received their H1N1 vaccination at Baycrest since the program began earlier this month. The clinic continues to operate in Classrooms A,B,C, second floor, Baycrest Hospital, from 1:00 to 4:00 p.m. Monday through Friday for all staff, students, and private companions. More information will be available soon about vaccination of other groups including our clients.

Please bring the following to the clinic:

- your Baycrest identification badge.
- a completed vaccination consent form
- participant questionnaire which you can print off the intranet or pick up outside the Occupational Health and Safety Department, located on the second floor of Baycrest Hospital.

The influenza vaccine clinic is a joint effort between Occupational Health and Safety and Infection Prevention and Control.

Baycrest's fight against the flu began in early October when the seasonal flu vaccine was administered to clients and staff members over 65 years of age.

"This year is indeed a different flu season. Instead of one seasonal flu vaccine, we are asking our staff members to roll up their sleeves twice this year



Baycrest staff members line up outside the Classrooms for the H1N1 vaccine clinic at Baycrest last week. Over 800 staff members received their shot.

to take both vaccines to keep themselves, their colleagues and our clients healthy," says **Margaret Cernigoj**, director Occupational Health and Safety. "We are pleased with the number of staff who voluntarily had their vaccine."

Baycrest may extend the clinic to families and community members at a later date. The seasonal flu vaccine will be available in December/January following the H1N1 flu vaccination program.

Vaccination is an individual choice and not mandatory for health-care workers. However, as health-care providers, we are working with vulnerable populations and are exposed to risks like influenza every day. For this reason,

immunization against both seasonal and HINI flu is strongly recommended.

H1N1 Staff Draw

Staff who receive their H1N1 shot are eligible to win fantastic prizes including a Niagara Falls Getaway, \$100 gift certificates to Planet Organic and the Running Room and more. All staff who have had the vaccine are automatically entered in the draw. The draws will take place throughout the campaign. You can still enter the draw if you had the vaccine at another facility; just provide Occupational Health and Safety with a signed document with the date you were vaccinated.

continued on page 6

H1N1 vaccination update...continued from page 5

New Illness Hotline

Another endeavor to help Baycrest remain a healthy environment is the new Occupational Health and Safety Illness Line. Staff who do not report to scheduling are asked to call both their supervisors and the new line at **416-785-2500 ext. 5300** the first day they feel sick to report their illness. An Occupational Health and Safety nurse will return their call to discuss their symptoms, track influenza /infections early to prevent their spread and evaluate when it is safe for the staff member to return to work.



Baycrest Foundation development officer **Joanne Gittens** remains brave while she gets the H1N1 vaccine.

Flu activity at Baycrest

To date, Baycrest has no reported H1N1 activity in clients. Our staff absenteeism rates are normal for this time of year. For ongoing updates on pandemic and vaccination scheduals please visit the Intranet.

Public Vaccination Clinics

Ontarians can visit their local public health clinic to receive the H1N1 shot. A list of clinics

is available at www.toronto.ca/health
BM

Advanced Eating Assistance Training for Private Companions



Presented by **Eudice Rotfarb**, this session is free of charge and a certificate of attendance will be granted upon completion of this course.

Choose one of the following dates:

Tues. November 17 - 10:00 - 11:30 a.m.

Tues. November 24 - 10:00 - 11:30 a.m.

Tues. December 8 - 2:00 - 3:30 p.m.

To register please call **Fran Cossever** at:
416-785-2500 ext. 3195 or e-mail: fcossever@baycrest.org

MEDITECH upgrade - system down on November 24

Baycrest has begun the process of upgrading our MEDITECH Clinical and Business System. MEDITECH will be upgraded on Tuesday, November 24 and will not be available for that day. Staff training will take place during the weeks of November 9 and 16.

This upgrade will serve as a foundation for the more user-friendly "Windows" look and feel of MEDITECH's Focus 6.0. This software update will improve user functionality, which will improve patient care by allowing clinicians and support staff to more readily access information by streamlining movements within different routines.

Downtime procedures

Starting early in the morning on Tuesday, November 24, MEDITECH will not be available for an expected four to six hours. The exact downtime is unknown until we go through the

upgrade and are ready to re-open MEDITECH.

All clinical staff (particularly those on duty that day) need to be familiar with downtime procedures.

All programs, departments and services are encouraged to ensure readiness for the upcoming downtime **before** November 24 and to ensure staff are aware that MEDITECH will not be available that day.

Members of the clinical team have been visiting the in-patient and out-patient care units to collect samples of any existing manual documentation. As part of the training for staff regarding changes in MEDITECH, the clinical staff will also address what else needs to be done to ensure downtime readiness, and will continue to visit the patient/resident care areas after November 24 to provide active support and to answer any questions. Informatics staff will

also be available 24 hours a day/7 days a week, by calling Customer Support at ext. 4357 and going to Option 3.



Medication reconciliation improves patient safety

One of the upgrades to MEDITECH includes the implementation of online medication reconciliation ("Med Rec"), which went live on 3 West, Baycrest Hospital, the week of October 13. Med Rec helps in identifying and resolving discrepancies in drug regimens at transitions of care, which include admission, transfer to another internal or external care area, and discharge, Med Rec can reduce or even prevent medication errors and adverse drug events.

Clinicians - including physicians, pharmacists, and nursing staff - can access the application through our Meditech software. Med Rec also enables Baycrest to meet the standard for Accreditation Canada's Required Organizational Practice. The rollout of the Med Rec application to all of Baycrest's inpatient and outpatient areas will continue until June 2011.

This endeavour is possible thanks to the following staff who jointly

developed and provided leadership for the project: **Cristina Scherf**, director, Pharmacy and Diagnostic Services; **Linda Gavendo**, pharmacist and IT specialist; **Mee Mee Low Sin**, project manager and system specialist; **Joanna Mills**, clinical educator; and **Myra Ehrman**, project manager.

Announcements:

Congratulations to **Mary McDiarmid** MIST, AHIP, manager, Baycrest Library Services Department, who achieved the designation of Senior Member in the Academy of Health Information Professionals for the term of May 1, 2009 through April 30, 2014. Members of the academy are credentialed as health information professionals by demonstrating their academic preparation, professional experience and professional accomplishments.

"One of a Kind"

Terraces/Wagman Centre Creative Arts Sale

Tuesday, November 24 and Wednesday,
November 25
10:00 a.m. to 3:00 p.m.
Khedive Entrance, in front of the
Cafeteria

All crafts are lovingly hand-made by our members and specially priced for the holidays!

Raffle!

You can win one of three beautiful pieces, all hand-made by our members:

Hand Painted Ceramic Salad/Fruit Bowl
Hand Crocheted Afghan
Stained Glass Peace Dove

Raffle tickets are available at the Terraces/Wagman Information Desk and the Terraces/Wagman Creative Arts Studio
Cost: One ticket for \$2.00, three tickets for \$5.00

Baycrest Art Sale

- Posters - Oils
- Acrylics

November 19, 2009
9:00 a.m. - 8:00 p.m.
Wortsman Hall

Method of payment:
Cash only

For more information,
please contact:

Joan Johnston
Therapeutic Recreation
416.785.2500 x2200

**Proceeds will go to
the Apotex Residents
Council.**

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds



The Anne and Louis Pritzker Wellness Library and Family Caregiver Connections present...

Creating Calm, Clarity and Peace of Mind while Caring for Others

Please join us for an evening of inspiration and relaxation with renowned teacher, speaker, and author

Sharon Salzberg



Monday, November 16, 2009
6:30 pm-8:30 pm (Refreshments provided)
Posluns Auditorium, Baycrest, 3560 Bathurst Street

Limited caregiver respite and transportation available
(transportation not wheelchair accessible)

Pay parking at Baycrest
For more information contact 416-373-4093 or
nzabolotsky@circleofcare.com
Please RSVP by November 13, 2009

Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

