

Baycrest Matters

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

SEPTEMBER 8, 2010 VOLUME 6, NO 17

IN THIS ISSUE

Staff Lunch Room closed for renovations starting Monday, September 13 2

Worth Repeating: Here is the latest edition of Bill's Journal 3

Virtual beds provide real care 4

Make this cup of coffee really count 5

High Holy Days a joyful and spiritual time of year 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.

A friendly greeting leads to better patient care on 5 East



The 5 East team established lead measures related to properly greeting clients and fellow staff members, which result in better patient care and a happier work environment. Pictured here are some members of the team (left to right): **Jillian Charles**, personal support worker, **Chapa Abayasiri**, registered practical nurse, **Monica Vassell**, registered practical nurse, **Gary Gallagher**, clinical manager, **Renold Nakhid**, unit clerk, **Rhonda Corcoran**, registered practical nurse, **Dahlia Davis**, registered practical nurse and **Arlene White-Veira**, registered practical nurse.

By establishing simple, sustainable lead measures that promote proper greetings, 5 East, Baycrest Hospital, has become a more trusting and happier environment.

"Our Wildly Important Goals lead measures reinforce that we all need to be friendly and courteous to our clients and each other," says **Gary Gallagher**, clinical manager on 5 East. "This has led to a better rapport between staff and patients and their families. It has also boosted staff morale, which is

reflected in how we deliver patient care."

Registered practical nurse **Marissa Cortes** feels that the lead measures which encourage friendliness have made a huge difference in providing patient care: "When you come into the patient's room with a smile and a cheery hello, you create a more relaxed environment and reduce the stress of being in hospital."

continued on page 2

Staff Lunch Room closed for renovations starting Monday, September 13

Beginning Monday, September 13, the Staff Lunch Room will undergo a major facelift and will feature a fresh, clean, modern design with new flooring, tables and chairs, artwork and other amenities. This room will be a comfortable space for staff to enjoy their meals, meet friends, grab a quick snack or take a relaxing break. The renovations should be complete by the end of October.

During the renovations, staff can use the Posluns Auditorium, second floor, Posluns Building, for their breaks. Microwaves, tables and chairs will be set up.

The Posluns Auditorium will be CLOSED during the day on these dates due to programming which could not be rescheduled or relocated:

- Monday, October 4
- Thursday, October 7
- Friday, October 8
- Friday, October 22

On these days, staff may eat their home prepared meals in their offices or lounge areas on their unit, or enjoy the food selection from the Cafeteria or the WA Café. We apologize for any inconvenience.



A friendly greeting...continued from page 1

The lead measures have also helped to provide staff members with the right communications tools for having challenging conversations. Gary recalls a case of a family who felt their loved one needed a restraint in order to be safe. Through building trust, the team was able to educate the family about the use of restraints, which resulted in the family supporting the decision to remove the patient's restraint.

Gary adds that staff members now often take the first step in

communicating with patients and family members. In the past, staff at the nursing station would wait until they were approached by a patient or family member before speaking to them, but now they initiate the conversation by saying hello and asking how they can help. Gary sees this as an excellent start to a positive experience.

Unit clerk **Renold Nakhid** agrees. As the first person family members often see at the nursing station, he feels the team's lead

measures have enhanced the image of the unit, and all of Baycrest. "Offering to help instead of just saying hello becomes an icebreaker and builds the patients' and families' confidence in the 5 East team," he says. "Our lead measures have become so embedded into the culture of the unit, that team members are sometimes surprised when they are not greeted the same way in other areas of Baycrest." **BM**

The 5 East team established four lead measures:

Employee engagement:

- We will commit to greeting five other staff with a smile, greeting by name and asking how they are doing.

- We will commit to asking three other staff members if they need help and be prepared to follow through with that offer.

Client satisfaction:

- We will commit to following through on two promises per day to follow up with clients and families. We will be aware of the promises we make.

- We will commit each day we are in to informing patients and families when we are going on break or leaving the shift (three times daily). This includes informing other staff that we are going on break or leaving for the day, and letting families and patients know who is available to them.



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

September 1, 2010

Dr. William E. Reichman, Baycrest president and CEO

As it always seems to be the case, the summer is rapidly coming to a premature end. I hope that you all found some quality time away from work these last few sunny months relaxing and enjoying the company of your family and friends. As the fall season now approaches, we must reinvigorate our focus on continuing to build the next generation Baycrest. As such, it is really important that we not lose our focus on two major strategic priorities: **optimizing staff engagement and improving client satisfaction**.

To keep us moving ahead, much work has been accomplished all summer long by some of our very dedicated Baycrest colleagues to maintain our dedication to staff engagement. Here is a brief summary of how we are doing through their efforts:

Redeveloping the Staff Lunchroom has been a priority. A working group of Baycrest employees recently undertook a survey of staff to find out what kind of changes they wanted to see made to the lunchroom area. That group has since been reviewing the survey results to determine the best type of furniture and flooring and required overall changes to make this particular Baycrest locale a much warmer and comfortable space for our incredibly hard working staff. We are very fortunate to have had the assistance of a Baycrest volunteer, an interior designer who is helping us with these efforts. The plan for a complete renovation is now finalized

and ready for implementation. The existing space will be worked on in mid-September with a grand opening anticipated to occur near the end of October.

There is another group that has been focused on launching a new and expanded **Staff Rewards and Recognition Program** this fall. The desired outcome will be more awards for our staff with much greater visibility for the award winners; we need to celebrate and learn from their successes together.

Related to recognition, Baycrest managers have asked to have at their disposal cards that they can send to staff to congratulate and salute them. Using art from the Creative Arts Studio we now have some cards at the printer and they should be ready for distribution within a couple of weeks.

Given the astounding popularity of the **Women of Baycrest** fund-raising initiative, many female members of our staff have been asking how we can make the events more accessible to them. Thanks to our Foundation, all women staff members can now participate in the exciting events with a discounted rate associated with being a member, and those under 35 are eligible for the Young Women of Baycrest member rate. Here is the link to the event page: <https://www.womenofbaycrest.com/events.php>. We will continue to work to find appropriate ways to engage all of our staff in our fundraising efforts.

Enhancing our **wellness programs** for all staff was also a theme that came out of the Staff Engagement Task Force's work and subsequent recommendations to the Leadership Steering Committee. The development of a comprehensive plan is well underway and will initially include a Health Fair for all staff in October.

This is by no means a complete list of all that is in the works. We have the **Annual Awards event** coming up, a new and much **improved annual Holiday Party** planned for December, and much more. We will be launching a new section of the Intranet that will help you to see all that was recommended and the status of implementation. In addition, the Diorama area in our lobby will become a hub for communicating progress on our critically important priority to maximize staff engagement.

We are intensely serious about addressing our strategic priorities and I hope that this brief message reinforces just how important staff engagement is to the future success of our great organization. Much more is yet to come.

Best Wishes.

Bill
<http://intranet/ceo/>

Virtual beds provide real care

“Virtual beds” on The Sydney and Florence Cooper Rehabilitation Unit on 3 West help discharged patients receive care while they are waiting for transportation at the same time as new patients are being admitted. The team recently established this unique, client-focused solution to ensure that as one patient is being discharged, the preparations for the next patient are done as quickly and efficiently as possible.

“Before a patient is admitted, there are things we need to do to prepare: ensure the room is clean, order medications and arrange their meals before he or she arrives. All these activities are booked in Baycrest’s on-line system (Meditech). We can’t make these arrangements until a previous patient is discharged from the system, which indicates a bed is available,” explains **Angela Chan**, program director. “We needed to find a solution to start the preparations for new patients while still providing care to discharged patients.”

Angela worked closely with the Finance and eHealth departments to create the virtual beds, which are two spaces open on Meditech with no assigned physical bed. Discharged patients are then moved into a virtual bed, and since their charts remain active, staff can still administer their medications, give them meals, and provide and document care as needed.

Unlike younger patients who can usually care for themselves when discharged from rehabilitation, Baycrest patients often still need a wheelchair or walker and need to be monitored.

“With the virtual beds, we can take discharged patients out of the room and comfortably settle them and care for them elsewhere on the unit, which allows us to begin the admission process for a new patient so everything is ready even before their actual arrival,” says Angela. “This way, we are providing support to both the patient who is leaving Baycrest and the one who is scheduled to arrive.”

The high tolerance rehabilitation unit cares for patients who are recovering from surgeries, fractures, stroke and/or other complex medical illnesses and who are often coming from acute care facilities. The average age of patients on the unit is 82, and more than 60 percent of patients are over the age of 80 years.

A day’s worth of medication makes the return home easier

Upon discharge, Baycrest supplies patients with 24 hours worth of medication. Once discharged patients are picked up, it may take a while for them to get settled back into their homes or community residence. Having a day’s worth of medication alleviates the pressure to pick up their medications at the pharmacy. Also, not all pharmacies carry all medications - they may need to be ordered and can take a full day to arrive. Patients are also discharged with their medication reconciliation, a record of everything they were prescribed before and after their experience at Baycrest.



Make this cup of coffee really count

Alzheimer Society Coffee Break

Tuesday, September 21
10:00 a.m. to 2:00 p.m.

Cafeteria, main floor,
Baycrest Hospital
Brain Health Complex,
first floor, by the
elevators.



Your mid-morning coffee or afternoon break can help raise awareness about Alzheimer's disease and other dementias. On Tuesday, September 21, Baycrest will host a "Coffee Break" in support of the Alzheimer Society of Canada, joining hundreds of organizations from across the world holding similar events in acknowledgment of World Alzheimer's Day.

Through hosting this event in past years, Baycrest has successfully raised \$2,000 to date.

The coffee will be donated by the Alzheimer Society. A donation in return for a cup of hot java or some freshly baked goodies is greatly appreciated. There will also be items for sale from the Creative Arts Studio, produced by Baycrest artists, and from the Alzheimer Society.

Globally, about 18 million people currently have dementia. In Canada, there are an estimated 364,000 Canadians over the age of 65 living with Alzheimer's disease or related dementia. By taking a leadership role on aging, Baycrest is committed to finding the best ways to treat, and eventually prevent, conditions like dementia and other disorders that affect brain function and mental health.



Hold the Date!

The Baycrest staff and volunteer Holiday Party planning is in full swing! Hold the date Wednesday, December 8, 2010.

Your voice counts. In response to your comments feedback and recommendations from the Staff Engagement Task Force the Quality of Work Life Committee is actively planning and taking extra steps to enhance the holiday party. Get ready for a

more festive and welcoming experience with delicious and healthy menu choices, exciting entertainment and a few surprises!

Evening, night and weekend staff, you're included! We will be bringing the party to you as well so you can share in the menu and enjoy the entertainment.

Stay tuned to communication vehicles like Baycrest Matters,

the intranet and LCD screens over the next few weeks to learn more about the upcoming Holiday Party.



High Holy Days a joyful and spiritual time of year

For Jewish people, the High Holy Days, which take place in the fall, are the most significant and religious time of the year. Many Jews spend these days in prayer at synagogue, but it is also a meaningful time of joy, celebration and rebirth, and is celebrated with many special foods, symbols and customs. Here is an overview of the High Holy Days:

Rosh Hashanah:

Literally translated, Rosh Hashanah (which begins this year on Wednesday, September 8) means "Head of the Year" and is the Jewish New Year. Rosh Hashanah customs include hearing the shofar, a ram's horn, blown in the synagogue every day during the month preceding the High Holy Days and during services on the High Holy Days (but not sounded on Shabbat). Prayers are recited for life, good health and peace for all mankind. Apples and challah (egg bread) dipped in honey are eaten to symbolize the hope for a sweet year ahead, and families gather each evening for a festive meal.

Yom Kippur:

The days between Rosh Hashanah and Yom Kippur are known as the "Days of Awe" during which Jews engage in a personal spiritual reckoning. Yom Kippur occurs 10 days after Rosh Hashanah (this year on Saturday, September 18) and

means "Day of Atonement." It is a day traditionally spent in prayer and fasting, to ask G-d forgiveness for sins, both personal and communal. The aged and sick are required to consult the doctor and the Rabbi before fasting.

Succot

Five days after Yom Kippur the holy days of Succot begins (this year on Wednesday, September 22). Succot means Festival of Booths (tabernacles), and at the time when Jews were an agricultural people, this was the time of the in-gathering of crops and the harvest. Many Jews build a special structure called a Succah, where families gather to eat their meals.

Symbols of Succot include a Lulav, a wand made of palm branch, willow and myrtle, and an Etrog, a yellow citron, resembling a lemon. The Lulav and Etrog are held together and blessed. The Lulav is gently shaken up, down and to the south, north, east and west, to symbolize that G-d is everywhere.

Shemini Atzeret is the Feast of Conclusion on the eighth Day of Succot (Wednesday, September 29). The Yiskor (memorial) service is said on this day.

Simchat Torah

Simchat Torah literally means "rejoicing in the law". On the ninth day of Succot (this year

on Saturday, October 1), the reading of the Torah (law) in synagogue comes to an end, but is immediately followed by the reading of the beginning chapters of Genesis, symbolizing that we never finish studying Torah. Two Torah scrolls are used for this purpose, one opened at the end and the other at the beginning. All the Torahs in the synagogue are carried in a procession around the synagogue. People dance and sing with the Torahs, and children join the procession waving flags.

Special High Holy Day programs are held on all floors in both the Apotex Centre, Jewish Home for the Aged and Baycrest Hospital and Orthodox and Alternative Synagogue Services are available to all clients. Please check the program boards on the floors and around the centre for dates and times.

Please note that on Rosh Hashanah, Thursday September 9 and Friday, September 10 and on Yom Kippur, Saturday, September 18, access to the main building will be restricted to the Bathurst Street and Khedive entrances. During the holidays, the Khedive entrance will be locked at midnight.

Families should speak to the nursing staff on their unit to discuss how to best contact them after hours during the holidays

All staff and volunteers are invited to attend **The Celebration of Life Memorial Service**

Thursday, November 4, 2010
Wortsman Hall
2:00-3:30 pm

Led by **Rabbi Doctor Nachum Berlat**, director, Pastoral Services, and **Kris Stivrins**, social worker, this bi-annual group memorial service will honour Baycrest Hospital inpatients and Apotex and Terraces of Baycrest residents who passed away during the period of February 28 to August 28, 2010.

Speakers at the service will include **Bobbie Cohen**, coordinator, Culture and Heritage and volunteers from the Palliative Care Program. Music will be performed by Baycrest staff members **David Grimby** and **Roger Delos Trino**.

Light refreshments will be served.

For more information, please call **Kris Stivrins** at ext. 2326.

This program is supported by the Joseph and Sally Switzer Endowment Fund at Baycrest Foundation.

BAYCREST YOGA For Staff, Volunteers and Personal Companions



Take time out of your hectic schedule to replenish right in the convenience of your workplace. Yoga is a series of poses that relax, unwind and de-stress your body, mind and spirit. Bring a colleague and relax together. No previous yoga experience required.

To join yoga, please contact Nancy Anjali Weiser, certified yoga instructor, at (416) 784-0049 or heartandsoulyoga@sympatico.ca

**Sign up for an eight-week session
or just drop in.**

**Apotex 3 Recreation Room
Beginning Tuesday, September 14, 2010
5:00 to 6:15 p.m.**

Announcements

Please welcome **Raquel Heayn**, secretary, Volunteer Services. Raquel joined Baycrest on August 26 and brings great

organizational skills and a strong understanding of volunteerism to her role. She is located in the Volunteer

Services office and can be reached at ext. 2572.

Client Satisfaction Survey is coming in October

Baycrest is committed to delivering the highest level of care possible to our clients. Achieving excellence in patient safety, client satisfaction and improving quality of life for our clients is one of our strategic goals and an important element of the Accreditation process.

In April Baycrest conducted a short Client Satisfaction Survey with our clients and their family members which provided a baseline to help us understand what we are doing well and areas where we can improve.

In October we will begin to roll out Phase II of the Client Satisfaction Survey - a longer, more in-depth survey designed to give us a complete and detailed understanding of our clients' and families' experience at Baycrest. Here is an overview of what is happening in various areas around the centre:

Clients on Complex Continuing Care units at Baycrest Hospital and the Apotex Centre, Jewish Home for the Aged, who are able to complete the survey will be asked to participate in one-on-one interviews conducted by representatives of NRC - Picker, the company that is conducting the survey on behalf of Baycrest. For other areas (such

as ambulatory care, Terraces, etc.) clients may be asked to fill out a paper survey.

Family members of clients at the Apotex and the hospital will receive the survey from NRC - Picker in the mail sometime in October. We encourage family members to fill out the survey and return it in the envelope provided.

For clients and families on short-stay units in the hospital, a different process will be put into place at a later date. Please be assured that all responses will be kept strictly confidential - no individual will be identified. Participation is

voluntary however, in order to make our action plans truly benefit the client experience at Baycrest, we strongly encourage everyone to participate in the survey.

Stay tuned to Baycrest Matters, the intranet and the family page on baycrest.org for more information. If you have questions, please contact Dr. Maria Huijbregts, director, Clinical Performance and Accreditation at mhuijbregts@baycrest.org or ext. 2677 **BM**

