

# Baycrest Matters

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

OCTOBER 13, 2010 VOLUME 6, NO 20

## IN THIS ISSUE

Why should I get a flu shot?  
Busting some myths about the vaccine 2

Team working to shorten time between assessment and care 4

Baycrest needs to hear from our clients and families 5

Accreditation 2011: Quality and Safety - It is everybody's role 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](http://www.baycrest.org)

Baycrest is fully affiliated with the University of Toronto.

## It's time to roll up your sleeve to win!

Baycrest is about to launch its annual "Roll up your sleeve to win!" influenza vaccine clinic for staff, volunteers, clients and members of the community.

On Monday, October 25, a clinic will be set up by Occupational Health and Safety - making it convenient for everyone to protect themselves and the people around them against the flu.

Located behind the diorama on the main floor next to the parrot cage, the clinic will be accessible and private.

All vaccinated staff, volunteers and private companions will receive "Flu 2010" stickers for their name badge. Be sure to get yours.

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. To protect ourselves and the people we care for, immunization against the seasonal flu is strongly recommended.

If staying healthy isn't motivation enough, all staff members and volunteers who have had the vaccine will be eligible for "instant wins" including gift certificates, thermal coffee mugs, and more. **BM**



**Influenza Vaccine Clinic**  
Behind the diorama,  
main floor  
Monday, October 25  
to Friday, November 19  
Check at clinic for exact times.

### Coming to units

Beginning Monday, October 18, Occupational Health and Safety nurses will visit the Apotex and Baycrest Hospital units to make it even easier to receive the flu shot.

# Why should I get a flu shot?

## Busting some myths about the vaccine

**B**aycrest clients will soon be receiving their influenza vaccines and Occupational Health and Safety will set up vaccine clinics on site for staff, volunteers, private companions and the public. Here are some questions and answers about the vaccine:

### What are the symptoms?

Influenza (also known as the flu) is a contagious respiratory illness caused by a flu virus. It can cause mild to severe illness. The flu is different from a cold. It usually comes on suddenly and may include these symptoms:

- Fever (usually high)
- Headache
- Extreme tiredness
- Dry cough
- Sore throat
- Runny or stuffy nose
- Muscle aches

Stomach symptoms, such as nausea, vomiting, and diarrhea, also can occur but are more common in children than in adults.

### I didn't get a flu shot last year and didn't get sick. Do I need the shot this year?

Even though you didn't get sick last year, it doesn't mean you won't get sick this year. By not getting the flu shot, you increase your chances of becoming ill.

A flu shot is needed every year. There are many different strains of the virus with slightly

different characteristics. The strains change yearly. Each year a new vaccine is produced that protects against the three most common strains predicted for the coming season. Protection develops two weeks after the shot and may last up to one year.

### I'm young and healthy. Why do I need a flu shot?

Even healthy children and young adults can become seriously ill from the flu, which is much worse than a cold. On average, people who become sick from the flu are bed-ridden for up to five days, causing them to lose time from work, school or vacation. Besides, if you develop the flu, there's a chance you might infect others who are at much greater risk than you for becoming seriously ill. Young children, elderly people, or those with a medical condition could develop serious complications requiring hospitalization.

### Can getting the shot give me the flu?

The flu is caused by the influenza virus. The vaccine does not contain live virus. Many people confuse the flu with a cold which is caused by several different viruses, or other respiratory infections. The flu vaccine will not protect you against these illnesses.

### How effective are flu shots?

A flu shot is about 70 to 90 percent effective in preventing illness in healthy adults. In children, it's about 83 percent effective. In the elderly, the vaccine can prevent pneumonia and hospitalization in about six out of 10 people and is up to 85 percent effective in preventing death. Vaccine effectiveness varies from one person to another, depending on their general health. Some individuals who receive the shot still get the flu, but the illness is usually mild.

For more information on the flu and vaccines visit the Ontario Government web site at [www.health.gov.on.ca](http://www.health.gov.on.ca). **BM**



# Remember to Just Clean Your Hands

What's the best way to prevent the spread of infections and illness at Baycrest? Take the time to clean your hands.

To promote proper hand hygiene - the use of alcohol-based hand rub or soap and water by health care providers to clean their hands - Baycrest launched Just Clean Your Hands in the summer. This comprehensive program created by the Ontario Ministry of Health and Long-Term Care helps health care facilities and individuals overcome the barriers to proper hand hygiene and improve compliance with hand hygiene best practices. The program is facilitated by Infection Prevention and Control (IPAC).

The program includes system supports, like alcohol-based hand rub at the point of care, which makes it easy for staff to clean their hands at the right time,

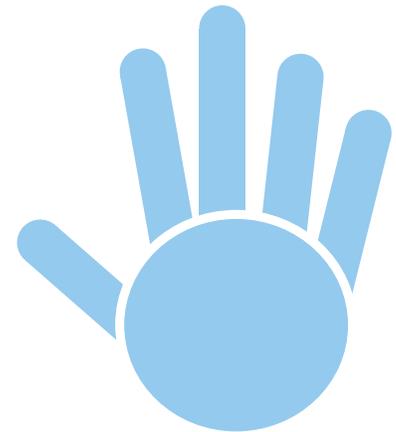
hand care programs; ongoing monitoring and observation of hand hygiene practices, with feedback to staff on their hand washing practices; champions modeling the right behaviour; and client and family engagement.

The initial program training, which included a presentation and hand washing demonstrations on all nursing units, is now complete. IPAC staff will be on the units to monitor and audit healthcare workers, private companions and volunteers as they provide care to clients and record whether hand hygiene was performed as per *The 4 Moments of Hand Hygiene*. Staff will be given immediate feedback during this process.

***The 4 Moments of Hand Hygiene:***

- Before initial contact with the resident/resident environment;
- Before aseptic procedure;
- After body fluid exposure risk;
- After resident/resident environment contact.

Please visit the intranet or [www.baycrest.org/safety](http://www.baycrest.org/safety) to learn more about proper hand hygiene.



**An Intergenerational Community Event**

## Jazz for Juniors and Spirited Seniors

**Jazz music for children ages 2 - 102  
An opportunity to meet your neighbours  
of all ages and all backgrounds**

Baycrest  
Winter Garden Court  
3560 Bathurst Street  
(Apotex Centre, JHA)  
October 27, 2010  
7:00 pm - 8:00 pm

# Team working to shorten time between assessment and care

**S**taff of the Sam and Ida Ross Memory Clinic have selected lead measures dedicated to shortening the time between initial assessment and care planning. This move will directly impact Baycrest's Wildly Important Goal (WIG) of enhancing client satisfaction, enabling clients to receive treatment faster.

"We looked at the findings from the engagement survey and actions we were already taking to see how we could incorporate them into our lead measures," explains **Melissa Ziraldo**, interim manager, Brain Health Centre Clinics (BHCC). "We also wanted to start preparing for accreditation in June 2011, so we looked at our red and yellow flags from our self-assessment surveys which indicate areas which need improvement and chose lead measures that could rectify those flags."

This includes tracking how long it takes to complete tasks, like booking client appointment after receiving referrals, in order to reduce wait times.

The Memory Clinic is part of the BHCC along with the Mood and Related Disorders Clinic and the Louis and Leah Posluns Stroke and Cognition Clinic. All three clinics see clients still living in the community and provide client-centred care, support and education.

The Memory Clinic team established the following client satisfaction lead measures to guide staff when enhancing their own professional service, shorten wait times, and provide information to clients in a timely manner:



Memory Clinic client Frank Vitellaro and his wife Janice meet with nurse clinician **Mindy Halper**.

- Each team member will regularly monitor their own discipline-specific quality initiative.
- At the first assessment or feedback session, each client/family will receive a written summary of the preliminary diagnosis (where applicable), the treatment and the follow-up plan.

Each discipline is doing something to enhance their service. For example, the nursing staff meet bi-weekly to discuss what they can do to resolve common client issues. Social workers are working on a research study involving caregivers. Plans are underway for a touch-screen computer to be set up by the elevators so clients can complete feedback surveys immediately after their appointments.

**Dr. Regina Jokel**, a speech-language pathologist in the Memory Clinic, sees clients who may have language and memory issues like retrieving words, forming sentences, or difficulty understanding others. One of her lead measures is to decrease the time to write a report on a client's initial assessment.

"When a client has a memory or language issue it is often just one piece of the puzzle, and my evaluation needs to be looked at along with other neuropsychological, neuroimaging and other diagnostic tests," she explains. "The quicker I can send a report to the referring physician and other members of the care team, the quicker the client can start his or her care plan."

Dr. Jokel also makes time to address clients' concerns. She invites them to return for feedback after their

**Continued on page 5**

# Baycrest needs to hear from our clients and families

## Phase 2 of the Client Satisfaction Survey begins October 26

Starting Tuesday, October 26, clients on Complex Continuing Care (CCC) units of Baycrest Hospital and the Apotex Centre, Jewish Home for the Aged, who are able, will be asked to participate in one-on-one interviews to share their experiences at Baycrest. This longer, more in-depth survey is the second phase of the Client Satisfaction Survey we conducted earlier this year.

Baycrest has contracted NRC Picker, a highly regarded national research corporation, to conduct the Client

Satisfaction Survey. NRC Picker is frequently used to conduct this type of survey within hospitals and health care facilities across Ontario.

Family members of Apotex and CCC clients and Terraces residents and their families will receive a survey in the mail from NRC Picker at the end of October. We strongly encourage all recipients to fill out the survey and return it in the envelope provided. Clients on short-stay units in the hospital and families will receive surveys in the mail after they have been discharged.

NRC Picker guarantees that all responses are kept strictly confidential, and no individual will be identified. Participation in the survey is voluntary, however, we ask that all recipients please take the time to

complete and return the survey. The information from the survey helps to enhance the client experience at Baycrest.

For more information about the survey, please stay tuned to Baycrest Matters, visit the intranet, or the Family Information page of the website at [www.baycrest.org](http://www.baycrest.org).

Questions about the survey can be directed to **Dr. Maria Huijbregts**, director, Clinical Performance and Accreditation at [mhuijbregts@baycrest.org](mailto:mhuijbregts@baycrest.org) or call 416.785.2500 ext. 2677.

BM

### Team working...

Continued from page 4

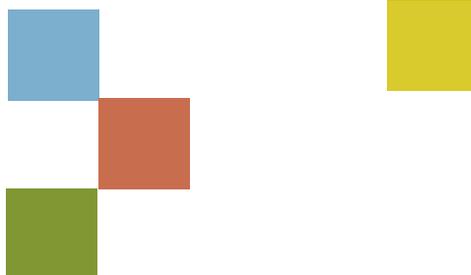
assessment and to discuss their diagnosis in more detail.

While the team has focused more on the client satisfaction WIG, it has also put in place employee engagement lead measures. These measures include greeting co-workers with a smile, giving weekly positive feedback to team members, and holding two potluck luncheons per year for a chance to socialize.

Dr. Jokel also sees the benefit of the weekly WIG meetings: "There is outstanding expertise around the table, and this method has made us more appreciative of our colleagues and more comfortable with each other. This process has created a nice work environment." BM

## My Wildly Important Goal....

One step at a time, your hard work is moving us closer to achieving our Wildly Important Goals (WIGs) of client satisfaction and employee engagement. Many staff have shared their story of their WIG efforts. Go to the intranet to see their videos and photos and read their stories.



# Accreditation 2011: Quality and Safety - It is everybody's role

**P**lanning for the June 2011 visit from Accreditation Canada is well underway. Each staff member has a role in the accreditation process, helping Baycrest to achieve full accreditation status in June 2011. The theme for this year's accreditation is: "Quality and Safety - It is everybody's role."

## What is Accreditation?

Accreditation is one way for Baycrest to examine and improve the quality of our services. Through this process, Baycrest is assessed by our peers and our performance must meet or exceed national standards of excellence.

The accreditation process includes a site visit by accreditation surveyors. The next site visit is scheduled for June 26-29, 2011. Baycrest achieved full accreditation in 2008, demonstrating its commitment to patient safety and quality care and service.

To achieve full accreditation, Baycrest must:

- Meet service specific practice standards;
- Complete a survey related to patient safety;
- Complete a survey related to staff engagement;
- Share information on our performance and specific care processes with Accreditation Canada;

- Fully meet the criteria for 35 Required Organizational Practices (ROPs).

ROPs are vital components of patient safety and quality improvement. They are reviewed and updated on an annual basis to make sure that they reflect current knowledge and practice.

## What is happening now?

Baycrest is working hard to ensure that we meet all accreditation standards before the survey visit in June 2011. Many staff have already been involved in preparation activities such as the Patient Safety Culture Survey and/or self-assessment surveys; and key accreditation teams are developing quality and safety action plans based on their self assessments. In November, all program accreditation leaders will be trained through mock 'tracer' activities (a method which follows clients in their experience at Baycrest).

## What can staff do now to prepare for accreditation?

All teams, with their leaders, need to be familiar with the standards and ROPs for their teams, and need to review and update their action plans. Everyone can further contribute by completing the Annual Employee / Physician / Volunteer Engagement Survey in November 2010.

## Where can staff find more information?

To provide ongoing information for all staff, an accreditation website is currently being developed by the Quality and Safety team, in partnership with Public Affairs. This website will be launched in late October and will include the following:

- Overview / background of Accreditation Canada
- Accreditation teams, leaders and standards;
- Required Organizational Practices (ROPs);
- Site visit information;
- Patient Safety Culture Survey results.

You can stay tuned to ongoing communication through Baycrest Matters, the intranet and your manager. If you have questions, speak to your manager or call **Dr. Maria Huijbregts**, director, Clinical Performance and Accreditation, at ext. 2677. **BM**

# What's the buzz around the Water Cooler?

**R**enovations are currently underway for the Water Cooler - an innovative cultural vehicle which will promote client and staff engagement at Baycrest.

Located on the main floor across from the WA Café and open to everyone, the Water Cooler is an informal, interactive gathering space and an activity hub for cultural experiences and creative expression, engaging in dialogue and sharing opinions and learning about Baycrest initiatives, community partners and ourselves. The Water Cooler is scheduled to open in late fall.

The Water Cooler will be an adaptable space that can change to accommodate different displays and activities. It will feature an art gallery and an interactive communication space.

What will be the "buzz" at the Water Cooler? Programming is

currently in development for the following events and displays:

- Art exhibits featuring artists in residence and traveling displays;
- Performance art, storytelling and poetry readings;
- Coffee chats with special guests;
- Brain fitness games
- Staff in 3D
- Cultural displays celebrating cultural diversity

**Would you like to be part of the Water Cooler? Sign up for our new Staff in 3D photo display!**

We see each other at work but that's only one dimension of the full and busy lives we all lead. Outside of work, we are baseball and hockey coaches, we run farms and marathons, volunteer with community and global organizations, indulge in gourmet cooking and many other interesting activities. If you are a staff member and would like to

be photographed in a fun and lively way that shows who you are *outside of work*, please contact Baycrest Public Affairs - **Kelly Connelly** at ext. 2432 or **Joan Mortimer** at ext. 2952.



## New Knitting Class

**Staff, Volunteers, Seniors, Family Members**  
**Come join our knitting circle**  
**Beginners Welcome!**  
**Men Welcome!**

Tuesdays from 1:00 - 1:45 p.m.  
 (Beginning mid October)



Creative Arts Store  
 Instructor: Evelyn Burns-Weinrib

\$6 for 6 sessions  
 Capacity per Class: 5

Please register and pay at the Culture & Heritage Office (Room 2H08 - second floor hospital)

Wool & needles provided for lessons.

## Large crowd turns out for brain power talk!

The third season of Baycrest's hugely popular Speaker Series -- Aging, Innovation and the Mind -- launched on October 13 with Bob McDonald, one of Canada's best known science journalists, conducting a fun and fascinating interview with world-renowned frontal lobes expert and Baycrest senior scientist and founding director of the Rotman Research Institute **Dr. Donald Stuss**. More than 300 people turned out to hear about the brain's capacity to learn, reorganize and grow new neurons in later life. Dr. Stuss told the audience that cognitive decline is a normal part of aging, but there are strategies we can use for maximizing the cognitive



powers we have left to slow the rate of decline. Three more talks are planned for this season. For

more information, go to [baycrest.org](http://baycrest.org).

## What's the word on the street?



Find out at the Baycrest Staff and Volunteer Holiday Party on Wednesday, December 8. Planning is in full swing for one of Toronto's best events.

# United Way Campaign 2010

## Monday, November 1 to Friday, November 5

The 2010 United Way Campaign launches the week of November 1. Help us support the United Way by participating in this year's fundraising activities.

The United Way supports priority issues within the community. At Baycrest, funds from the charity support the Community Day Centre for Seniors, Seniors Counselling and Referral and the Joseph E. and Minnie Wagman Centre. The campaign is a great opportunity for everyone to show their support and give back. Here's how:

### Make a pledge

Pledge forms will be distributed with pay stubs on Wednesday, October 27. You can drop off your completed form in the United Way box in Volunteer Services, Baycrest Hospital, second floor until November 19.

### Campaign Kickoff: Barbeque Monday, November 1 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 a mere \$5. The barbeque is on, whether rain or shine – or snow!

### Morning Coffee break Wednesday, November 3 6:30 to 9:30 a.m.

Start your morning off right with a coffee and a muffin for a suggested donation of \$2. Coffee carts will be set up at the Khedive, Bathurst and Apotex entrances.

### Gift Basket Raffle Friday, November 5 10:00 a.m. Outside the Cafeteria

Purchase your raffle tickets (\$2 each or three for \$5) for one of the many fabulous gift baskets. The United Way Campaign Committee is looking for new items or gift certificates for prize baskets including women's beauty and men's grooming products, entertainment tickets, children and baby items, and sports, home improvement, gardening, food and wine items and more. To donate a prize, please contact **Syrelle Bernstein** at ext. 2577.

### Volunteers needed

You can help with this year's United Way Campaign by volunteering at the Campaign Kickoff Barbeque, selling coffee and muffins, preparing pledge forms and organizing gift baskets. To volunteer, please contact **Syrelle Bernstein** at ext. 2577.

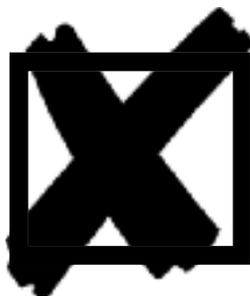


# ATTENTION

**APOTEX RESIDENTS & HOSPITAL PATIENTS**

## MUNICIPAL ELECTION

**MONDAY, OCTOBER 25, 2010**



**Loftus Hall, First Floor, Apotex  
10:00 a.m. - 8:00 p.m.**

**If you require assistance to vote,  
please contact your Recreation staff.**

**OR**

**Call extension #2300,  
by Friday, October 15, 2010  
to make arrangements for portering  
OR a visit from the Mobile Poll.**

# Register your children now for National Take Our Kids to Work Day Wednesday, November 3

Baycrest is inviting Grade 9 students to Take Our Kids to Work Day. The day will include fun and interesting tours, career presentations and student participation including:

- The Donald and Elaine Rafelman Creative Arts Studio, demonstrating how creative arts are integrated into healthcare and improve quality of life;
- The Research Centre for Aging and the Brain. Students will meet scientists and research staff and see the Baycrest's diagnostic imaging tools (fMRI, MEG) used for research studies;
- Canada's largest kosher kitchen at Baycrest, which is the size of an NFL football field and serves one million kosher meals per year;

- An "in their shoes" interactive experience using props to demonstrate some of the challenges of aging.

The event begins promptly at 9:00 a.m. and ends at 3:30 p.m. Lunch and snacks will be provided.

## How to register

**Registration is required and will be determined on a first come, first served basis. Space is limited to 30 participants.**

Forms can be found on the home page of the intranet or you can pick up hard copies in Organizational Effectiveness, located on the second floor, Baycrest Hospital.

A signed copy of the registration and liability forms must be delivered to Organizational Effectiveness by Tuesday, October 27, in order to participate in the program.

Take Our Kids To Work Day is the only opportunity for staff to bring their children to Baycrest.

For more information, please call **Don Colangelo**, Organizational Effectiveness, at ext. 2365.



## Learn to live successfully with Parkinson's Disease

If you have been diagnosed with Parkinson's Disease for more than three years, Baycrest offers a self-management program with a team of specially trained healthcare professionals. Our combination of coping strategies, special exercises and education about the disease can help you improve your quality of life.

This eight week program is held Monday and Wednesday mornings for two hours. The fee is \$25. Partners and caregivers are welcome to attend.

**For information or to register please call 416.785.2500 ext. 2684**

## Announcements

Farewell to **Moyra Vande Vooren**, whose contract as acting executive director, LTC (Apotex) came to a close on September 30. We thank Moyra for all her contributions to Baycrest and wish her well in her future endeavours. **Suman Iqbal** is acting executive director, LTC (Apotex) effective October 1, 2010 until a new director of care for the Apotex is recruited. The panel interviews for this position have already begun.

Congratulations to **Suman Iqbal**, acting executive director, LTC (Apotex), who has completed her dual Masters degree through University of Phoenix. The MSN/MHA (Masters of Science in Nursing and Masters of Health Administration) program is a unique blend of advanced nursing and healthcare related business skills to manage in today's evolving health care delivery systems.

Congratulations to **Dr. Susan Lieff**, psychiatrist, who has been named as the new vice chair of Education, Department of Psychiatry, University of Toronto. Dr. Lieff continues to work in the Psychiatry Department at Baycrest.

### Custom Orthotic Services Resume

The Baycrest Chiropody Clinic is pleased to announce that custom orthotic services for both Baycrest clients and staff have resumed effective October 2010. For an orthotic assessment and fitting appointment, please call the Chiropody Clinic at extension 2605.

---

### Apply now for the Fela and Saul Lichtblau Nursing Award

The Fela and Saul Lichtblau Nursing Award is open to all registered nurses and registered practical nurses to help pursue professional education goals.

Application forms and criteria are found on the intranet: ([http://intranet/BaycrestWork/Policies/Nursing/Education/default\\_3623.asp](http://intranet/BaycrestWork/Policies/Nursing/Education/default_3623.asp) ).

For more information, please speak to your program/unit director or **Denise Gallant**, Nursing Administration, at ext. 6500.

Please submit your completed applications as soon as possible to **Anne Marie Shin**, director, Nursing. The deadline is October 22, 2010.

### Canada Savings Bonds

Baycrest employees have the opportunity to invest in Canada Savings Bonds through the Payroll Savings Program.

Sign up online at [csb.gc.ca/employees](http://csb.gc.ca/employees). Select: **Buy or Change My Payroll Savings Plan** and follow the instructions. The Employer Organization ID is **#16345**.

If you are already purchasing bonds through the Payroll Savings Program and you **do not** want to make any changes, your current deduction will continue.

If you **do** want to make changes to your current deduction, (i.e., increase the amount) please go online to make your change. Online purchases close at midnight (ET) on October 31, 2010.

If you have any questions about the Canada Savings Payroll Program, please call the direct toll-free access number **(1-866-565-8405)** to speak to a Canada Savings Bond expert.