

Baycrest Matters

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

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Send submissions to Evelyne Jhung, editor, via ejhung@baycrest.org or call 416-785-2500, ext. 2952.

www.baycrest.org

Baycrest is fully affiliated with the University of Toronto.

New emergency codes in effect on January 12

Do you know what to do during an emergency? As a staff member, knowing your role and responsibilities in emergency situations ensures an effective and efficient response, thus protecting the safety of our colleagues, volunteers and clients.

On Wednesday, January 12, Baycrest switched to the recommended

standardized emergency colour codes and response procedures developed by the Ontario Hospital Association (OHA), as well as to one main emergency phone number, extension 5555.

"Time is critical when an emergency happens and all decisions must be made extremely quickly," says Scott Jansen, manager, Redevelopment and Emergency Management. "Knowing

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Baycrest

Enriching Care
Enhancing Knowledge
Enlightening Minds

Getting ready for Accreditation 2011



Is accreditation a test or an inspection? It's neither. Accreditation is a voluntary and independent process that hospitals and other health facilities use to evaluate and improve the quality of care and services. Measured against national standards of excellence, the results help Baycrest to identify areas for improvement so that we can continue to provide the best possible experience and care for the physical, mental and social well-being of people during their journey of aging.

As we gear up for the site visits, June 26 to 30, here is an update on what's been happening:

- The Accreditation site on the Baycrest intranet is up and running. Click on the accreditation logo, located in the top right corner of the homepage, to get all the latest information. Also, be sure to test your knowledge by answering the regularly-updated poll question.
- The 2010 Staff Engagement Survey, an organizational requirement for accreditation, was completed in early December.
- Results from the Patient Safety Culture Survey, conducted in summer 2010, are being shared with teams. Teams are asked to provide recommendations for improving patient safety.
- Accreditation teams are working on action plans, based on the results from the self-assessment, to ensure accreditation standards are met. Because standards differ across Baycrest, ask your manager what standards relate to your clinical area. Find all the standards that apply to Baycrest on the accreditation site on the intranet.

- Many of the 35 required organizational practices (ROPs) have been, or are close to being, implemented.
- Nine clinical and administrative teams participated in a mock tracer in November. Read about their experience in the November 24, 2010 issue of Baycrest Matters

Coming soon

- In the next few months, mock tracers will be conducted in each clinical and service area. Your manager will have details as to when they will happen in your area. The mock tracers are conducted to help you become more familiar and comfortable with the tracer experience and to provide feedback to the team on areas of strength and areas needing improvement.
- If you are a manager or other leader and would like to learn how to conduct mock tracers, you are invited to a tracer training workshop on Tuesday, January 18, from 8:30 a.m. to 12:30 p.m. in Loftus Hall. Contact Patty Guyader in Quality, Safety and Best Practice at ext. 2714 to register.

Accreditation starts with you! All staff, physicians and volunteers play an important role in helping Baycrest achieve full accreditation status, so be sure to stay tuned to Baycrest Matters and visit the Accreditation site on the intranet to keep up-to-date. For more information, speak with your manager or e-mail your accreditation question to accreditation@baycrest.org.

Baycrest meets with technology giant, Cisco Systems

Baycrest and Cisco Systems are developing a business arrangement that will test their technologies in our programs to see how they can enhance the delivery of care and education to people on our campus and beyond. Aging well is a major focus for Cisco Systems which is an international company with 70,000 employees, in 165 countries and which invests over \$45 billion annually into research and development. Baycrest and Cisco began talking about a business relationship approximately six months ago and are now at the stage of designing an initial project. Cisco representatives from Canada and the U.S. were here on January 5 to begin that process and to better understand the work that Baycrest does across the campus.

“Cisco seeks out partners that are best in class,” says Nancy Webb, vice-president, Public Affairs and Stakeholder Relations. “They’ve chosen Baycrest as a partner to test their technologies beginning with evaluating how they can be applied to enhance transitions of care and the delivery of support and care even prior to admission.”

The use of this technology can transform information sharing into a dynamic and relevant experience, enabling us to provide even better care for our clients and patients.



Director of Culture and Heritage Bianca Stern and psychologist Dr. Brian Richard (middle) speak with representatives from Cisco Systems at Baycrest on January 5.

Bidding farewell to Mark Gryfe



After a decade with Baycrest Foundation, Mark Gryfe is leaving his post as president.

“We have benefited in many ways from Mark’s tremendous talent over the past decade and he leaves behind a great legacy of fundraising initiatives to support Baycrest – the ProAm Hockey Tournament, the Annual Campaign, and most importantly, our organization as a charity of choice for people within our community and well beyond,” says Dr. Bill Reichman, president and CEO.

“The past 10 years have gone by in a flash,” says Gryfe. “It has been an honour and a privilege to work with leaders of incomparable quality, and I will miss being part of the energy and excitement the coming years will bring.” His last day with Baycrest Foundation is Friday, January 14.

Wish Mark Gryfe well on his next endeavour at his farewell do on Thursday, January 13, from 3 to 4 p.m., at the foundation, located on the second floor of the Posluns Building.



Elayne Clarke talks “bradoon” bits and loose ring “snaffles”



Be sure to catch all the interactive exhibits at the Water Cooler, including an open gallery Monday to Friday, from 9 a.m. to 3:30 p.m. featuring artists in residence and travelling displays.

Other events you won't want to miss this month:

- **Puppet making** with Naomi Kates
January 12, 10 a.m. to 1 p.m.
- **Knitting circle** with Evelyn Burns-Weinrib (registration required)
January 13, 20 and 27, 1:15 to 2 p.m.
- **Painting** with Cori Finer
January 18, 11 a.m. to 2 p.m.
- **Jam session** with Music Therapy Team
January 19, 11:30 a.m. to 12:30 p.m.
- **Gallery Guide onsite**
January 24, 1 to 2:30 p.m.
- **Drumming circle** with Terri Segal from Rythmic By Nature
January 25, noon to 1 p.m.
- **Collaging memory books**, a new special program for private companions
January 26, 10:30 to 11:30 a.m. and 1 to 2 p.m.

Where in the world is **Elayne Clarke**, Public Affairs specialist, on Saturdays? In Orono, Ontario! Visit the Water Cooler, located on the main floor by Second Cup, to get the full story on why she makes her way out there every weekend.

Staff in 3D is a dynamic photo display showcasing the various and fascinating hobbies and interests of our staff. That's you! So, come on, let us know about that marathon you've been training for, that awesome organization you've been volunteering at, or the gourmet

cooking lessons you've been taking. Whatever your interest or specialty outside of work, help us get to know you better by sharing your story. Contact Kelly Connelly in Public Affairs at ext. 2432.

Traditional health care has a dance partner - the arts!

Artists and health-care workers came together at the Baycrest-hosted Walter Lyons Memorial Social Work Clinic Day on November 12, 2010 to explore how artistic programs that tap into the creative potential in both clients and clinicians can enhance quality of life for frail and vulnerable populations.

More than 160 social work and health-care professionals from across Ontario and as far away as Manitoba attended the conference to hear an eclectic mix of artists, clinicians and research scientists from Canada, the U.S. and Japan present on the theme, *bringing creativity into clinical practice with older adults*.

Leading thinkers in the arts therapy field at home and abroad shared their ideas and experiences. The day was filled with keynote speakers, afternoon workshops, a videotaped performance by the Voices of the Terraces Theatre Troupe (comprised of seniors who live at the Terraces of

Baycrest), and a lively drum circle led by Terri Segal, expressive arts therapist and owner/director of Rhythmic by Nature.

"I am hoping this conference will be a springboard and catalyst for social work clinicians and those in all the health disciplines to enrich their practice by incorporating artistic and creative modalities that enhance the well-being of elders," says conference spokesperson Ruth Goodman, a senior social worker and professional practice leader at Baycrest.

For most of its 92-year history, Baycrest has embraced strategies for integrating creative expression into a client-centred approach to care, and offers a range of programs for clients, including arts-based workshops, creative storytelling and narrative projects, inter-generational programs, music therapy, concerts, poetry and drama clubs.

DVD on caring for Holocaust survivors available

Shoshana Yaakobi, senior social worker and Holocaust Resource Program co-ordinator (right), was interviewed in the fall on the specialty iChannel program, @issue, along with her former social work colleague, Dr. Paula David, a professor in the Faculty of Social Work at the University of Toronto and co-author of the practice manual, *Caring for Aging Holocaust Survivors*.

The DVD of the interview offers useful insights for Baycrest health-care staff and volunteers who provide care to, and engage with, individuals who have survived trauma in their lives. If you are interested in viewing the one hour DVD, contact Shoshana Yaakobi at ext. 2271.



Staff announcements

Sana Mulji Dutt has joined Baycrest in the newly created position of research communications coordinator, reporting to both Research and Public Affairs and Stakeholder Relations. Sana comes to us from York University, where as research communications specialist, she developed and led communications strategies for the vice-president of Research and Innovation.

Tsui receives special Christmas present

Congratulations to Joyce Tsui, RPN, Apotex 5, who gave birth to Charles Michael James Tsui Rowe on December 25, 2010. He came in at 7 lbs. 8 oz.

Thank you from Marilyn Reed

"I would like to say a very sincere thank you to all of my friends and colleagues at Baycrest who have supported me so warmly since the death of my partner Michael Lomer on December 13," says Marilyn Reed, senior audiologist. "Your amazing demonstration of friendship and caring during this very sad time has provided great comfort and made me appreciate how incredibly lucky I am to be working with you."

Calling all jazz lovers



Come out to **Jazz for Juniors and Spirited Seniors**, an intergenerational community event, to listen to great music and meet your neighbours of all ages and backgrounds. Cool cats of all ages, from 2 to 102, are

invited to the Winter Garden Court on Wednesday, January 19, from 7 to 8 p.m. For more information, contact Melissa Cohen, Culture and Heritage administrative coordinator, at ext. 2705.



Baycrest volunteer Magliocchi runs marathon in Hawaii

Frances Magliocchi, a volunteer with the Seniors Support Program, spent December 12 in Hawaii running the Honolulu Marathon.

She finished in five hours and 25 minutes, coming in 73rd out of 465 competitors in her age category.

Events for families and private companions

Learn how to create memory book

Families, private companions and residents or clients are invited to participate in a creative workshop to learn how to make a collage memory book.

The two-session workshop will be held in the Water Cooler area on the main floor, by the WA Café on the following dates:

- January 26 and February 2
10:30 to 11:30 a.m.
and 1 to 2 p.m.
- February 9 and February 16
10:30 to 11:30 a.m.
and 1 to 2 p.m.
- February 23
10:30 to 11:30 a.m.
and 1 to 2 p.m.

You will be using your own photographs, so residents are encouraged to bring black and white photocopies of personal photographs to their sessions.

Mental health and long-term care

Dr. David Conn, vice-president, Education, will share information about mental health issues that are common among residents of long-term care homes, focusing on depression and dementia. He will also suggest practical ways private companions can work with staff and family to improve the older adult's quality of life.



January 18, 1:30 to 3 p.m.
Posluns Auditorium

Advanced eating assistance training and swallowing disorders



Presented by Eudice Rotfarb, eating assistance training co-ordinator, you will learn how to ensure meal time safety, encourage client participation in eating, and enhance your knowledge of eating assistance. This session will also provide an overview of

dysphagia (swallowing difficulties) and strategies to encourage safe feeding.

January 19, 1:30 to 3:30 p.m. Posluns Auditorium

Infection prevention and control basics



Learn about infection prevention and control basics from Jane Van Toen and Latha Jacob, infection prevention and control practitioners, so that you, your resident or patient, and others will be better protected while at Baycrest.

January 31, 1:30 to 2:30 p.m. Wortsman Hall

To register for any of these events or for more information, call Fran Cossever, manager, Private Companion Program, at ext. 3195.

Staff education

Three easy ways to become information literate

Being information literate – knowing how to locate, retrieve, evaluate, filter, and communicate information accurately and effectively – has never been more important for the health-care professional. Staff Library Services is holding the following learning sessions for staff and students:

- **Introduction to literature searching with OvidSP**

This 90-minute session covers basic techniques in searching Medline using the Ovid interface. Staff, physicians and students on placement at Baycrest are invited to attend.

Wednesday, January 19, 2 to 3:30 p.m.

- **Library resources**

This one-hour session for staff, physicians and students on placement at Baycrest provides an orientation to the resources available through the staff physical and virtual libraries

Tuesday, January 25, 2 to 3 p.m. or Thursday, January 27, 11 a.m. to noon

- **EndNote**

Planning on writing an article? Need to organize your articles?

Then you should attend this 90-minute session to learn the basics of EndNote X, a desktop bibliographic software program available by site license at Baycrest.

Tuesday, February 8, 1 to 2:30 p.m.

All sessions will be held in Room BE06, Computer Training Room, in the hospital basement. Register by contacting Mary McDiarmid, manager, Library Services, via e-mail or calling ext. 2353



New emergency codes

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what to do and who to call is vital, and using the same emergency codes as the police and fire departments or an EMS crew can save precious minutes and lives."

Earlier this week, new Emergency/Disaster Manuals and Emergency/Disaster Response Quick Guides, ID card-sized emergency codes and phone stickers were delivered to your unit or department.

All incident managers have received training and other key staff will be trained on the new procedures over the next few weeks. Managers will be reviewing the new codes with their staff and mock drills will be conducted as part of the Emergency Management Program.

How can I learn more about the codes?

- Familiarize yourself with the new red Emergency/Disaster Manual and new Emergency/Disaster Response Quick Guide available on your unit or department or see the Emergency/Disaster Policies section under the Policies tab on the intranet.
- Speak with your manager or supervisor.
- Contact Scott Jansen, manager of Redevelopment and Emergency Management, at ext. 3024.
- Visit the Emergency Management booth outside the cafeteria, on display from January 12 to 14, from 11 a.m. to 1 p.m.