

Baycrest Matters

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

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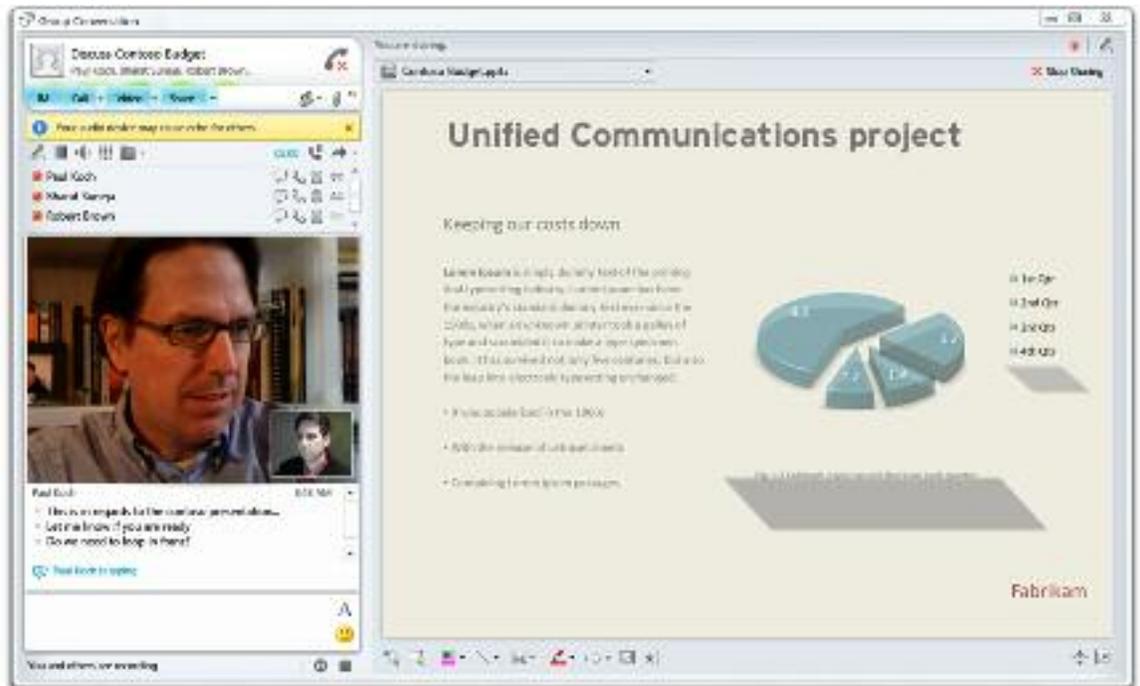
New technology to streamline the way we communicate

Wish you could send an instant message to a colleague? Or, imagine being able to make a phone call from your computer. What about being able to retrieve your voice mail as an email?

Many private businesses have implemented this technology, and some hospitals have implemented components of it, but Baycrest will be the first hospital in Canada to

implement all the features of Microsoft Exchange 2010 and Lync, the latest version of Microsoft Office Communicator. Installing this technology means you'll be able to instantly communicate with internal and external colleagues using tools like instant messaging, web-conferencing, one click phone or video call, as well as desktop sharing and collaboration.

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▲ Microsoft Lync allows you to share documents and presentations from within your instant messaging window.

Get the scoop at *Next Generation of Baycrest Information Series*

Lots of activity is taking place across Baycrest as we implement the *Next Generation of Baycrest*. Staff across the centre have attended team meetings to learn more about the new structure and how it might affect your day-to-day work. Many staff have also participated in the *Next Generation of Baycrest Information Series*. The first three sessions focused on the new clinical and residential structure that is a part of Baycrest Health Sciences.

“It was really valuable to get together with staff as part of the information series to discuss the new clinical structure in more depth and hear staff questions. The input we received will greatly inform how we operationalize the new structure,” says Karima Velji, vice-president Clinical and Residential Programs and chief nursing executive. “Much of the discussion at these sessions focused on the integration of research, care and education, and implementation of best practices and creation of next practices.”

Some of the questions that came up during these sessions centred around the expectation of staff to conduct research or start teaching in the formal sense. “Reorganizing the clinical structure under Baycrest Health Sciences is a way of creating an environment where innovative ideas can be addressed. For those staff members who are interested in conducting research or engaging in formal teaching activities, we want to be able to provide the tools and resources to facilitate this,” says Dr. Paul Katz, vice-president, Medical Services and chief of staff.

At the program level, teams will be able to discuss priorities and explore ideas on how to achieve more effective outcomes for our clients. “Our new structure promotes greater dialogue between research, care and education, facilitating the

discovery of what great things happen when research is integrated into our evidence-based practice and vice versa, ultimately enabling us to provide better care for our current and future clients,” says Dr. Randy McIntosh, vice-president, Research and director, Rotman Research Institute.

For more information, speak with your manager or visit the *Next Generation of Baycrest* site on the intranet.

Have your say!

Be sure to attend the *Next Generation of Baycrest Information Series*, a forum where you can learn more about the key components of our new structure, engage in discussion and ask questions. You are invited to attend one of the following sessions on each topic:

New clinical and residential structure

February 28, 3:30 to 4 p.m., 6 West dining room

Presenter: Dr. Karima Velji, vice-president, Clinical and Residential Programs and chief nursing executive

March 4, 9:30 to 10 a.m., Apotex 4, recreation room

Presenter: Dr. Paul Katz, vice-president, Medical Services and chief of staff

March 4, 2 to 2:30 p.m., 6 West dining room

Presenter: Dr. Karima Velji, vice-president, Clinical and Residential Programs and chief nursing executive

Innovation Engine - Innovation, Technology and Design Lab; KLAERU; and Centre for Brain Fitness

March 7, 11 a.m. to noon, Wortsman Hall

March 23, 2 to 3 p.m., Loftus Hall

Presenters: Bianca Stern, director, Innovation, Arts and Design; Michael Waterston, program manager, Centre for Brain Fitness; and Lisa Goos, director, Research Policy and Planning

Baycrest laboratory achieves full accreditation

While Baycrest is gearing up for Accreditation in June, our laboratory quietly underwent its own assessment and passed with flying colours. On November 17 and 18, four Ontario Laboratory Accreditation (OLA) assessors were onsite checking to ensure that our lab met explicit quality management criteria – 457 requirements in total. Baycrest's lab is fully accredited until 2015.

“We are constantly preparing,” says Sharon Bernat, charge technologist and professional practice leader. “There are 11 categories, so every month, we focus on one and work through all the requirements in that category as a team.”

The team’s hard work paid off – the lab received a score of 98.2 per cent and had five areas identified for improvement, all of which have since been addressed. “I want to thank our team as well as Dr. Rita Kandel and Joanne Bishop, both from Mount Sinai Hospital, for supporting us through this process,” says Bernat.

“Getting accredited is a good opportunity for us to highlight the work that our lab techs do,” says Marilyn El Bestawi, executive director, Hospital. The process also ensures that we are running the lab according to standards and guidelines so that the lab services we deliver to our clients are of the highest quality.”

Baycrest’s lab is considered a “rapid response lab” and performs 95,000 tests a year, such as hemoglobin, electrolytes, therapeutic drug analyses and lipid studies. Performing these and other tests in house (such as for thyroid, anemia studies and cardiac markers to diagnose heart attacks) enable faster turnaround times, allowing our clients to receive their diagnoses in a timely manner.

Operated by the Ontario Medical Association, the OLA provides accreditation services to licensed Ontario medical laboratories under agreement with the Ministry of Health and Long-Term Care, to provide formal recognition that a laboratory is competent to carry out examinations.



◀ Laboratory technologists Isagani Flores (left) and Mary DiNardo handle samples at the lab’s new analyzer to test for thyroid, anemia and cardiac markers.

Everyone plays a part in infection control



Juana Fisico, Housekeeping aide, turns off the lights as she leaves a patient’s room after cleaning it. A couple of minutes later, someone goes in and starts going over the bedrails, doorknobs, sink taps and other high-touch areas of the room with a UV light. No, CSI is not filming on location at Baycrest. It's the new Glitterbug audit, an environmental cleaning audit that was introduced in mid-December.

“We want to identify opportunities to improve cleaning so that we are meeting or exceeding standards,” says Stephenie Naugler, manager, Environmental Services. "Staff are aware that this is a quality improvement process and this is a way they are helping to reduce the spread of infections."

Environmental Services will also be implementing the Provincial Infectious Diseases Advisory Committee (PIDAC)’s *Best Practices for Environmental Cleaning for Prevention and Control of Infections in all Health-Care Settings*. This is an educational tool kit based on best practices that ensures a consistent approach to environmental cleaning in health-care facilities in Ontario.

These are just two examples of how Baycrest is working to better protect our staff and clients by reducing the risk and spread of infections. “Every day, everyone at Baycrest plays an important part in preventing and controlling the spread of infections. Our initiatives and efforts are constant and ongoing,” says Chingiz Amirov, director, Infection Prevention and Control.

Infection prevention and control - what you can do

Seven required organizational practices (ROPs) fall under the patient safety category of infection control. They can be found under the ROP tab of the Accreditation site on the intranet. You can help prevent the spread of infectious diseases by:

- **Washing your hands.** Hand hygiene is the single most important way to prevent the spread of infections and outbreaks.
- Following **routine practices** to help reduce your risk of coming into contact with other people’s blood, body fluids and broken skin. By following routine practices, you help protect yourself and others from diseases that can be spread from person to person. The appropriate use of personal protective equipment, such as gloves and face masks, is an example.

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▲ Juana Fisico, Housekeeping aide, carefully cleans the bedrails of a patient’s bed, helping to prevent the spread of infectious diseases.

Help inform the new Ethics Strategic Plan

The Ethics team is developing a three-year Ethics Strategic Plan to help guide staff in ensuring everyone is supported in making the most appropriate ethical decisions in their daily work and they need your input to inform the plan.

Over the next few months, the team will be conducting an organizational scan, the first piece of which is an assessment survey. “We are interested in hearing from staff from across the organization to help inform our planning process,” says Dr. Marcia Sokolowski, co-leader of Ethics. “We want to find out how we can better support staff by enhancing the services we already provide as well as find out where there might be needs that our department could better meet.”

You can fill out the 10-minute survey online or complete a paper survey, both of which will be available soon.

They will also be gathering information through focus groups. “By participating in a focus group, you will be providing us with valuable information to help us better understand how we might support you in the excellent work you do,” says Dr. Michael Gordon, co-leader of Ethics.

If you are interested in learning more about ethics and participating in one of the following focus groups (see schedule below), contact Petra Guest, assistant to Dr. Marcia Sokolowski, co-leader of Ethics, at ext. 2518, to register.

Date	Time	Location
Monday, February 28	2 p.m.	Wortsman
Tuesday, March 1	10 a.m. 2 p.m.	Wortsman Exton
Thursday, March 3	10 a.m. 2 p.m.	Exton
Friday, March 4	10 a.m. 2 p.m.	Telehealth
Monday, March 7	10 a.m. 2:30pm	Exton
Tuesday, March 8	10 a.m. 2 p.m.	Exton
Thursday, March 10	10 a.m. 2 p.m.	Wortsman Telehealth

Social Work Week

Learn more about how Baycrest social workers are there for you

National Social Work Week is March 7 to 11, and the theme this year is *Social workers are there for you*. Baycrest’s 39 social workers are there for our clients by being integral members of all clinical interdisciplinary teams at Baycrest. “We champion the client and family voice, by listening, caring, understanding and advocating on their behalf,” says Ruth Goodman, professional practice leader, Social Work. “When client groups need our help, we’re there for them.”

Baycrest social workers are involved in all residential, community and ambulatory programs and services, enabling partnerships, accessing services, providing counselling, and facilitating diverse support and educational groups for people who are experiencing changes associated with aging, helping them find effective solutions to improve their quality of life. For more information about social work at Baycrest, contact Goodman at ext. 2208. For more information about National Social Work Week, visit the Ontario Association of Social Workers website at oasw.org.



Baycrest social workers, front row, left to right: Elaine Kohn, Cindy Brcko, Robin Mitchell, Renee Climans
 Second row: Fay Lambie-Lim, Director, Health Disciplines; Ruth Goodman, professional practice leader; Lina Neves
 Third row: Mona Munro, Ruth Brickman
 Fourth row: Joy Lipkin, Lynda Cheng, Jan Boyd
 Back row: Adina Burden, Sarah Libman, Melissa Chasse

Social Work Week events at Baycrest

Attend the **Caregiving Best Practices Day for Professionals** conference

Visit the intranet calendar for more information
 March 4, 8:30 a.m. to 4 p.m., Wagman Centre

Check out the **Social Work display and poster** and learn about the many ways in which social workers are engaged with clients, teams, students and the larger community, and

the impact of their interventions, involvement and perspective.

March 9 and 10, 11:30 a.m. to 1:30 p.m. outside the cafeteria

Guest lecture

Dr. Sholom Glouberman, president, Patients’ Association of Canada and philosopher-in-residence, presents *Why we need a patients’ association*.

March 10, 2 to 3:30 p.m., Worstman Hall

Music Therapy Week

How does music therapy help our clients?

Baycrest music therapists are accredited health-care professionals who use music therapy to improve clients’ physical, mental, emotional and spiritual well-being. They aim to improve the quality of life and well-being of each client through singing, playing instruments, movement, listening, song writing, imagery and improvisation,

providing a basis through which individualized treatment goals can be achieved.

Find out more about our music therapists during Music Therapy Week, March 7 to 11, the theme of which is *Tapestry of song: celebrating lives through music*.

Music Therapy week events

March 7 to 11, outside the cafeteria

Visit the Music Therapy information booth to learn more about how music enriches the quality of life of our clients. Play a musical game and be entered in a contest to win *By the Shining Waters*, a CD of original music written by Dr. Amy Clements-Cortes, senior music therapist; Sincere Tung, Music Therapy intern; and a spouse of a palliative care patient at Baycrest.
11:30 a.m. to 1:30 p.m.

March 7, Winter Garden

Grab a coffee at the café and enjoy a few minutes of some beautiful music:

10:30 a.m.: Piano performances by Junko Shimomura, music therapist, followed by Rebecca Harknett and David Vircillo, music therapy interns

1 p.m.: Piano performance by David Grimbly, payroll specialist

1:30 p.m.: Sing-along for residents and patients with Chrissy Pearson, music therapist, Clements-Cortes, Tung, Shimomura, Harknett and Vircillo.

2:30 p.m.: Performances by Clements-Cortes and Tung, followed by Takako Fujioka, Rotman Research Institute neuroscientist.



Visit library for new books by Baycrest authors

Dr. Sholom Glouberman, Baycrest's philosopher-in-residence and a leading expert in health system analysis, has a new book out. You can borrow *My Operation: A Health Insider Becomes a Patient* from the Wellness Library. Palliative Care program director Dr. Michael Gordon's new book,

Moments That Matter: Cases in Ethical Eldercare: A Guide for Family Members, is also available in the library.

Visit the Anne and Louis Pritzker Wellness Library or contact Lois Kamenitz at ext. 3374.

New technology to streamline the way we communicate

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What are Exchange and Lync?

Microsoft Exchange Server is a platform for email, calendaring and unified messaging. Exchange 2010 is closely aligned with Microsoft Office 2010 products (e.g. Outlook, Word, Excel, etc.), which together, deliver enterprise messaging and collaboration solutions. “This enables you, for example, to have an Excel spreadsheet open and collaborate in real time with a colleague without having to use your phone,” says Wayne Harris, manager, Technical Services and Customer Support.

Microsoft Lync 2010 is a single interface that allows voice communications, instant messaging, audio, video and web conferencing with the click of a button. Lync connects users in a way that is more collaborative, engaging and accessible from anywhere.

Why are we upgrading?

When E-Health started looking into replacing Baycrest’s more than 20-year-old voice mail system, Microsoft Office Communicator came up as a possible option. Communicator will not only give Baycrest a modern platform for our voice mail system, but it will give us the ability to participate in unified communication from our desktop, home computer and mobile devices.

How much is this going to cost?

Baycrest is using the funds originally set aside to upgrade our voice mail system. Because these upgrades will allow us to make video, web or phone conference calls, Baycrest will be able to cancel our current conference call service, which will result in greater cost savings for the organization.

What are the benefits?

The upgrades are intended to deliver the best productivity experience across your PC, phone and browser. “Imagine you’re sitting at your desk, logged into Outlook, and you need to speak to someone right away. With Lync and Exchange, you would be able to see if that person is actually online and choose how you would like to talk to him – either instant messaging, a phone call directly through Outlook or the old-fashioned way, via an email,” says Harris. This particular feature, called “presence,” lets you see your colleagues’ availability status (e.g. busy, away, online).

One of the biggest benefits to the organization are the enhanced security features. Microsoft Exchange Server works to neutralize threats from hackers, viruses and spam. With so many staff accessing their emails from outside of the organization, sometimes outside of the country, email security is an issue. The upgrade helps to ensure that emails remain confidential and are not compromised by outside sources.

I’m barely computer literate as it is. Will I be able to use the new features?

All staff will receive training before your computer programs get upgraded. Training will begin the second week of April.

When is this going to happen?

Phase 1 - testing: mid-March to beginning of April

- focus groups to test functionality

Phase 2 - roll-out: mid-April to beginning of August

- phased migration approach beginning third week of April
- approximately 25 users will be moved over every evening. This process will take until August 1.

Who can I contact for more information?

Contact Wayne Harris, ext. 3150, or Terrie Tucker, director, e-Health, at ext. 3443.

Be the first to test out new technology

Two focus groups around workflow and device selection are needed. Participants will get the opportunity to try the applications and ask questions about how they can help you work more efficiently. The focus groups will be held in Classroom ABC and are on:

- Thursday, March 17, 1:30 to 3:30 p.m.
- Thursday, March 24, 1:30 to 3:30 p.m.

If you are interested in participating in one of the sessions, contact Wayne Harris at ext. 3150.

Everyone plays a part in infection control

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- **Documenting vaccination rates** for our clients. It is not only important that our clients are immunized against flu, pneumococcal disease, diphtheria, tetanus and tuberculosis, but also that you document this information. Measuring the rates of immunization is largely based on staff's compliance with documentation requirements. Baycrest has set a target of offering immunization to at least 70 per cent of all new admissions to the hospital and Apotex.
- Knowing where to find your **unit's infection rates**. Every quarter, a coloured poster-sized chart showing each unit's rates is posted on every unit in the hospital and Apotex. When you need to know your unit's infection rates, refer to the chart. The chart can be found at the nursing stations or staff lunch rooms.
- Following **routine practices** to help reduce your risk of being exposed to blood, body fluids and broken skin of other people. By following routine practices, you help protect yourself and others from organisms and diseases that can be spread from person to person. The appropriate use of personal protective equipment, such as gloves and face masks, is an example.
- Contacting the **Infection Prevention and Control Department** if you have a question. Hospital staff can call ext. 2311 and Apotex staff can call ext. 3654 to speak with an Infection Control practitioner.

For more information, visit the Accreditation site on the intranet. If you have a question, send an email to accreditation@baycrest.org.

Announcements

Farewells

Julie Grossman, clinical manager, Rehabilitation, will be leaving Baycrest on March 25. Grossman joined Baycrest in 2008 as clinical manager, Complex Continuing Care on 6 East. “Julie has demonstrated great leadership in helping teams to focus on client-centred care, and has also been instrumental in assisting CCC with many staff recognition events,” says Marilyn El Bestawi, executive director, Baycrest Hospital. “I’d like to thank Julie for her dedication and passion in her work here at Baycrest and helping to make patient experiences the best they can be.”

Jonil Baranda, webmaster, has moved on to a new opportunity after 10 years at Baycrest. Jonil Baranda helped grow Baycrest's digital presence by leading the development and implementation of our intranet and internet strategies. His last day at Baycrest was February 22. All web requests can be sent to Raffy Reyes at ext. 2184.

Welcome

Welcome to **Cindy Weiner**, interim director of Marketing and Donor Communications for Baycrest Foundation. She starts on Monday February 28.

Need a summer volunteer?

Ahhh, summer! Fresh blooms, sunny days, outdoor farmers’ markets and the start of Baycrest’s Summer Youth Volunteer Program – they’ll all be here before you know it. If you’d like to participate or know someone who may want to participate and reap the benefits that a youth volunteer can bring to your program or service this summer, simply fill out the Internal Volunteer

Position Description/Requisition form. You can get the form from the Volunteer Services tab in the Forms section of the intranet or by calling Janis Sternhill, Volunteer Services co-ordinator, at ext. 2575.

University students start at the beginning of May and high school students start June 30.

