

# Baycrest Matters

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

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[www.baycrest.org](http://www.baycrest.org)

Baycrest is fully  
affiliated with the  
University of Toronto.

## Baycrest receives prestigious award for leadership in brain health

**B**aycrest has been honoured with one of four inaugural Neurological Health Charities Canada (NHCC) Change Maker Awards. The award was presented at the NHCC's Brain Wave dinner on March 1 in Toronto. The event launched Canada's first-ever National Brain Awareness Month, an effort to shine the spotlight on issues facing the almost 11 million Canadians who live with a brain disease or disorder.

"We are extremely honoured to receive this award which recognizes our leadership in adult brain health innovations and our advocacy efforts on behalf of seniors suffering from cognitive and emotional disorders,"

said Dr. Bill Reichman, President and CEO. "Baycrest received this honour based on the great work that has been done by so many of our staff in raising awareness about brain health, finding and testing new solutions to keep our minds healthy, and incubating new approaches to care."

Joyce Gordon, chair of NHCC and CEO of Parkinson Society Canada, noted that "Baycrest is a shining example of what is possible when leaders embrace the values of innovation, inclusion and integration for the benefit of people living with a brain condition and, we hope, an example that others will follow."



From left, Joyce Gordon, chair, Neurological Health Charities Canada, and CEO, Parkinson Society Canada; Dr. Bill Reichman, President and CEO, Baycrest; and The Honourable Deb Matthews, Ontario Minister of Health and Long-Term Care

**Baycrest**

Enriching Care  
Enhancing Knowledge  
Enlightening Minds

Baycrest Matters is published every second Wednesday by the Public Affairs Department. Send your feedback or submissions to [baycrestmatters@baycrest.org](mailto:baycrestmatters@baycrest.org) or call 416-785-2500 ext. 2952. All submissions will be edited for style, grammar, readability and length. The deadline for submissions is the Thursday prior to the publication date.

# Accreditation site your one-stop shop for information, resources



If you haven't had a chance to visit the Baycrest Accreditation site on the Intranet yet, it would be well worth your time to check it out.

Every member of staff has a stake in a successful accreditation outcome. This well-designed site is chock full of information, tools and resources to help all of us through the process, including a quick refresher on what accreditation is all about.

There is a "What's Happening" section that outlines current activities and the latest information you need to know. For example, mark your calendars for the site survey taking place June 26 – 29. Check back at the end of March for a list of the services and programs the surveyors will be visiting in June.

In the "Required Organizational Practices" section, there are fact sheets on 35 different ROP's. Each sheet spells out who needs to know the information contained

there. For instance, all staff members have roles and responsibilities around client safety. The related fact sheet explains what that means and where to find more information.

The "Tools and Resources" page has sample survey questions. Teams are encouraged to consult these questions and the other resources on this page to help them prepare.

"The Accreditation web site gives you an overview of the accreditation processes and timelines," says Dr. Maria Huijbregts, director, Clinical Performance and Accreditation. "In addition, and importantly, it also provides information on standards and expectations for practices that have a large impact on the quality and safety of our care and services."

If you have questions, please send an email to [accreditation@baycrest.org](mailto:accreditation@baycrest.org).

## Visiting Professor Lecture Series

For staff, students and health care professionals only.



University of Rochester professors **Tobie Olsan** and **Suzanne Gillespie** will deliver a lecture on "Advancing Nursing Home Quality" on March 11 from 1:00 to 2:15 p.m. in Classrooms ABC, Hospital 2nd floor.

Dr. Olsan is associate professor of clinical nursing at the University of Rochester School of Nursing. Dr. Gillespie is an assistant professor in the Division of Geriatrics and Aging.

**Dr. Paul R. Katz**, vice-president, Medical Services, chief of staff, Baycrest and **Dr. Jurgis Karuza**, chair and professor, Psychology Department, Buffalo State, University of New York will also be in attendance.

For more information, contact Faith Boutcher, director, Academic Education, ext. 2114

# Innovation Engine brings great ideas to life

In an information session for staff on March 7 leaders described why the Innovation Engine is a key part of the “Next Generation” model.

The Innovation Engine will create, evaluate and transfer new practices, knowledge and products from Baycrest Health Sciences to Baycrest Global Solutions Inc., the division responsible for bringing to market our new aging support products and “next” practices in care delivery. It includes the following components:

- Innovation, Technology & Design Lab
- Kunin-Lunenfeld Applied & Evaluative Research Unit
- Centre for Brain Fitness

## Innovation, Technology & Design Lab

In the Lab, seniors, caregivers and health-care providers collaborate with people from different disciplines and professions outside of health care - for example, scientists, engineers, architects, designers and artists - to generate and grow new ideas through a process known as “design thinking.”

“We are bringing a diversity of people together to brainstorm,” explained **Bianca Stern**, director, Innovation, Arts and Design. “We are looking for ideas that will have system-wide impact and ideas that we can commercialize.” The focus is on developing new products, technologies and processes that improve health-care delivery across the continuum, from community to long-term care, and enable successful aging at home.

## The new KLAERU

The Kunin-Lunenfeld Applied & Evaluative Research Unit’s role in the Innovation Engine is to help answer the question of “does it work?” through formal scientific



evaluation. This new “evaluation” part of KLAERU will support clinicians and researchers in developing and testing ideas that may change clinical practice or service delivery or produce a new intervention.

“We need mechanisms to empower our clinicians to ask and answer their own questions, and then help them spread their new idea within Baycrest and beyond,” said **Lisa Goos**, director, Research Policy and Planning. “The concept of the innovation engine is to take ideas and move them into the wider world, whether the idea is a commercialization entity that can be purchased or a care process that has gone through a clinical evaluation and can now be taken up by a hospital somewhere else in the world.”

## Centre for Brain Fitness (CBF)

The CBF’s contribution to the Innovation Engine, explained **Michael Waterston**, program manager, Centre for Brain Fitness, is to provide “entrepreneurial evaluation.”

The term refers to the commercialization expertise needed to “draw a bridge” between an idea that comes from research or clinical care - or anywhere else at Baycrest — and link it to what customers need. “It could be a technology or a core insight we have about care,

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## Conference on best practices in caregiver support attracts large turnout

As a growing number of Canadians join the ranks of caregivers looking after frail, elderly loved ones, there is mounting concern that not enough is being done to educate, support and prepare them for a role that can last a few months or several years.

Responding to this concern, Baycrest and Family Circle of Care recently hosted the first-ever conference on Caregiving Best Practices for Professionals, drawing a capacity attendance of 170 and a long waiting list.

The daylong event on March 4 brought together professionals from across Toronto and the GTA, representing community support agencies, social work, long term care, day hospitals, acute care, rehabilitation, nursing, health-care administrators, physicians, and occupational and recreational therapists.

“The response has been phenomenal and requests are coming in for a repeat of this conference in future,” said Linda Jackson, executive director of Community and Ambulatory Programs at Baycrest. “Caregiving is truly universal, it touches all of us.”

Conference keynote Dr. Robert Lester brought the audience to tears with his poignant story of his journey as a caregiver to his beloved wife Judy who was stricken with a degenerative brain disease in her early 60s. He advised the audience to be “patient with your loved one and family members, appreciate the support you get from whatever the source, try to balance the needs of your loved one with your own.”

Mary Schulz of the Alzheimer Society of Canada reminded the audience that families are shouldering an increasing burden of care that could put them at risk of suffering from depression, anxiety and other health problems. The Society provides caregiver education and support through *First Link*.



From left: Linda Jackson, executive director, Community and Ambulatory Programs at Baycrest; keynote speaker Dr. Robert Lester, family caregiver and former executive vice-president, Medical and Academic Affairs and chief medical officer, Sunnybrook Hospital; Natalie Zabolotsky and Patricia Wendy (Family Caregiver Connections); and Lisa Levin, vice-president, Communications and Development, Circle of Care.

Speakers from Baycrest social work and occupational therapy shared strategies for supporting spousal and non-spousal caregivers in support group settings. Baycrest also presented an interprofessional collaborative psychosocial group intervention for family members of individuals with mild cognitive impairment.

Afternoon workshops focused on caregiving best practices that use technologies such as Baycrest’s web-based videoconferencing support group for caregivers of persons with dementia, and the coach@home – an ambient assistive living technology for people with dementia, developed at the University of Toronto. There were presentations on recreation and arts-based programs for caregivers from the Alzheimer Society of Toronto, a holistic approach to support family caregivers from Yee Hong Centre for Geriatric Care, and group cognitive behavioural therapy for spousal caregivers from Baycrest.

## Baycrest part of global meeting on volunteering

**B**aycrest's great success in recruiting and engaging volunteers frequently draws international attention. Our volunteers are a highly committed group of men and women, of all ages and from all walks of life, who provide invaluable support to staff and clients across the entire organization.

In January, **Syrelle Bernstein** and **Dr. Nicole Anderson** presented at the International Association of Volunteering Efforts conference in Singapore, which was attended by more than 1,000 people and examined the opportunities and challenges of volunteer work in the 21<sup>st</sup> century.

Bernstein, who is director of Volunteer Services at Baycrest, has been collaborating with Anderson, a senior scientist in the Kunin Lunenfeld Applied Research Unit, on the ongoing, groundbreaking Bravo study, which is investigating whether volunteer activities improve older adults' physical, cognitive and psychological functioning.

In their conference presentation, entitled "Senior Volunteering: A Career in Retirement," the pair explored the changing demographics of today's volunteers. They pointed out that retiring baby boomers are a rich resource for the volunteer sector because of their high levels of education and work skills. They advised on how best to tap into the talents of this generation and give them what they expect from the volunteer experience.

Among other things, they noted, today's volunteers want choice in where and what they will be doing. They also want to provide quality customer service - as they were used to doing in their careers - and they want clear job descriptions and proper training, and to have their skills "valued and utilized."



▲ Senior scientist Dr. Nicole Anderson (left) and Syrelle Bernstein, director, Volunteer Services, presenting at the International Association of Volunteering Efforts conference in Singapore in January, 2011.

Referring to the Bravo study, Bernstein and Anderson noted that volunteering is in fact an "occupation." As such it increases physical, cognitive and social activity, which should help volunteers maintain their brain health and decrease their risk for dementia.

The presenters also discussed the importance of staff being comfortable with the volunteer role in their organization.

"At Baycrest, we really want to see volunteers fit into the big picture and be seen as a member of the team in service delivery that enhances the lives of clients," Bernstein said in a recent interview.

## Nutrition Month

# From field to table

**W**e all know that breakfast is the most important meal of the day. That’s a good start, but there is much more to learn about healthy eating and Nutrition Month (March) is designed to help us get there.

During this special four weeks, Baycrest dietitians will be dishing up recipes, providing great nutrition resources, giving health talks, participating in inter-professional rounds and showing a documentary you won’t want to miss.

Clinical registered dietitians provide scientifically-based advice about diet, food and nutrition. Baycrest dietitians are responsible for the nutritional assessment and care of our patients and residents. They educate, counsel and support patients and residents to optimize their nutritional needs through changes in their eating habits. They adjust the macronutrients and micronutrients of meal plans to promote health and well-being, while preventing and managing chronic illnesses such as high blood

pressure, diabetes, cardiovascular disease and neurological disorders.

Mark your calendars for the following Nutrition Month events:

### Interprofessional Rounds - the Top 6 Geriatric Nutrition Giants

Join dietitians Iris Weinberg and Joanne Edwards-Miller as they discuss current nutritional research and how healthy eating enriches the lives of the elderly.  
*March 11, 10:30 to 11:30 a.m., Classrooms ABC*

### The Anne and Louis Pritzker Wellness Library information session - Food Safety for Older Adults

Iris Weinberg discusses how to safely buy, store and prepare food.  
*March 14, 1:30 to 3 p.m., Wortsman Hall*

### Screening of the documentary, Fresh

This film explores new thinking about what we’re eating and the importance of forging healthier, sustainable alternatives for our planet’s future.  
*March 22, noon to 1:30 p.m., Wortsman Hall*



### Baycrest dietitians provide “Food for Thought”

Back row from left: Khashayar Amirhosseini, Laurie McCaul, Joanne Edwards-Miller, Cheli Barokas-Agate, Roger Gougeon and Gwen Humfries. Front row from left: Emily Lo, Rebecca Bergel, Andrea Bronstein, Iris Weinberg

# Help the Ethics team help you

## Focus Groups

**T**here’s still time to take part in the Ethics assessment survey or in a related focus group.

Fill out the 10-minute survey online or pick up a paper copy from the staff lounges located throughout Baycrest, at the Apotex main entrance, the Khedive entrance, and the lobby of Terraces/Wagman Centre.

The Ethics department is also inviting representatives from all areas of Baycrest to take part in focus groups. By participating in a focus group you will be providing valuable information to help them better understand how they might support you in the excellent work you do.

For more information or to participate in one of the focus groups scheduled here, please contact Petra Guest at ext. 2518.

Date	Time	Meeting Room
Monday, March 14	10 a.m. 2 p.m.	Telehealth Telehealth
Tuesday, March 15	10 a.m.	Telehealth
Thursday, March 17	10 a.m. 2 p.m.	Telehealth 2H01 Hospital
Monday, March 21	10 a.m. 2 p.m.	Telehealth Wortsman
Tuesday, March 22	10 a.m. 2 p.m.	Telehealth Telehealth
Thursday, March 24	10 a.m. 2 p.m.	Telehealth Exton
Monday, March 28	10 a.m. 2 p.m.	Telehealth Telehealth
Tuesday, March 29	10 a.m. 2 p.m.	Telehealth Telehealth
Thursday, March 31	10 a.m.	Exton

## Innovation Engine brings great ideas to life

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and we would translate that into a business model that could be made operational and continue to fund itself.”

Waterston noted that the CBF is currently in the early stages of developing ideas in partnership with KLAERU and the Innovation, Technology and Design Lab. “We are very open to hearing about new things,” he told staff who attended the information session. “When we get further down the path of developing ideas and identifying how to reach customers, then we provide business leadership and put more resources behind them.”

## Share your ideas

Anyone at Baycrest who has an idea for the Innovation Engine - whether commercial or care process-oriented - is welcome to contact Michael Waterston (ext. 2905) or Bianca Stern (ext. 2695) by phone or email, or even through a quick chat in the hallway.

## Questions about the Innovation Engine?

For more detailed information, attend the *Next Generation of Baycrest Information Series* on March 23, from 2 to 3 p.m. in 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.

# Announcements

Welcome to advanced practice nurses **Shiraz Irani**, who will be joining the Residential and Aging in Place Program on March 14, and **Jennifer Reguindin**, who started with the Complex and Specialized Geriatric Care Program on February 22.

Irani’s previous clinical and leadership roles include geriatric emergency management, team leader in geriatric outreach, clinical nurse specialist and consultant in gerontology. Irani also has participated in and been the principal investigator on a number of research projects.

Reguindin will be in the Complex and Specialized Geriatric Care Program on a part-time basis until October 2011. She is the clinical course director in the School of Nursing at York University, has been a manager in a community program and a staff nurse in an intensive care unit, transplant and medical surgical unit.

**Gary Gallagher** has been appointed clinical manager, Inpatient Mental Health and Inpatient Behavioural Neurology. Gary had been leading the 5 East CCC team until last fall when he agreed to fill in as interim manager for the 4th floor. Since starting in this role Gary has gained the support and confidence of these highly complex teams, making many significant and positive changes in both units. Gary has a Bachelor of Science and a Master’s in Nursing.



## Stories of the Second World War

Officials from the Memory Project: Stories of the Second World War were at the Terraces of Baycrest on February 22 to interview residents and Wagman members who are veterans. The project is an initiative of the Historica-Dominion Institute and made possible with funding from Canadian Heritage. Terraces resident Lawrence Rosenfield, a Leading Aircraftman (LAC) who served with the Royal Canadian Air Force as a wireless operator from 1943 to 1945 in Canada, was interviewed by Stephanie Markowitz, research and collections officer with the Memory Project. Veterans’ stories are available to read at [www.thememoryproject.com](http://www.thememoryproject.com).

### In Memoriam

Sincere condolences to occupational therapist, **Sharon Faibish** and her family on the recent passing of Sharon’s father.

Sincere condolences to **Scott Jansen** and his family on the recent passing of Scott’s mother and stepfather. Scott is manager, Redevelopment and Emergency Management.

### Congratulations!

**Manson Locke**, director, Human Resources, and his wife Anne recently celebrated the birth of their beautiful baby daughter, Adelaide Rochelle. Baby Adelaide was an extra special gift for Anne because mother and daughter share a birth date, February 24.

### Scarlett has a new home

Scarlett has been moved for health reasons to a new home in the Silverman Garden Courtyard. Rhett is staying on in his home by the Cafeteria. Please feel free to drop by and visit Scarlet.

