

Baycrest Matters

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

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Baycrest is fully
affiliated with the
University of Toronto.

Baycrest and NHL Alumni to partner on brain health study

Baycrest’s Rotman Research Institute (RRI) has teamed up with the National Hockey League (NHL) Alumni to track the brain health of retired players over several years.

The study will be led by senior scientist Dr. Brian Levine who is an expert in head trauma and dementia. The aim of the research is to identify the many different risk factors associated with cognitive decline and mental health changes in healthy retired hockey players and compare them to a control group of family members and friends of the players.

“Baycrest’s Rotman Research Institute is one of the best in the world for studying the aging brain,” says Mark Napier, executive director of the NHL Alumni. “As former players from a high impact sport, we are very interested in contributing to research that will help illuminate the different factors that influence the aging process, particularly around brain health and the development of dementia. We are hoping that the findings from this study will have wider implications for all aging adults.”

NHL alumni will undergo comprehensive cognitive testing to



▲ Dr. Brian Levine, senior scientist, Rotman Research Institute, lead researcher on the NHL Alumni brain health study.

establish baseline mental status, lifestyle habits such as substance abuse, chronic health conditions such as diabetes and a detailed concussion history. They will also have their brains scanned with state-of-the-art magnetic resonance imaging (MRI) at Baycrest. Blood and cerebrospinal fluid samples will be collected to examine biomarkers, including genetic risk factors associated with dementia.

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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 or call 416-785-2500 ext. 2952. All submissions will be edited for style, grammar, structure and length. The deadline for submissions is the Thursday prior to the publication date.

New Meditech form enhances communication and safety at patient transition points



Launched on April 18, the new Meditech *Transfer Summary - Nursing 2011 internal/external transfer form* is an enhanced way for clinical staff to communicate pertinent health information to the next health-care provider taking over the care of a client. This new form can be used for both internal and external transfers. “The emphasis on this communication intervention is client safety and ensuring that we, as health-care providers, are advocating for our clients,” says Amy Rothwell, advanced practice leader, Residential and Aging in Place Program.

Effective communication has been identified as a critical element in improving client safety, particularly during transitions such as shift changes, end of service, and client transfers to other health-care services or community-based providers.

Nurses are required to use the form during internal transfers (for example, if a client is transferring from 3 East to the Apotex) and external transfers. The form will pull information such as DNR (do not resuscitate) status, allergies, isolation precautions and diet from Meditech. If you need a refresher, refer to

the cue cards on each computer or contact Amy Rothwell at ext. 3298.

“The written transfer form doesn’t replace the verbal communication that should happen between health-care providers at client transition points. The form simply supports client safety as care is handed over,” says Rothwell.

Other initiatives related to this Required Organizational Practice (ROP) were the implementation of the new shift report form in the hospital in December 2010 (Apotex already had one in place) and an updated Kardex. “Good communication is so critical to ensuring and improving client safety. All these initiatives are ways for us to provide information to each other in the most effective way at shift changes and at end of service, and facilitates individualized patient care,” says Rothwell.

For more information about this standard or Accreditation, visit the Accreditation site on the intranet or send an email to accreditation@baycrest.org.

You may be visited by a friendly Accreditation ambassador

In May all clinical and support service areas will be visited by an Accreditation ambassador team. This team will consist of members of the executive team, area leadership, and accreditation co-leads. The goal is to heighten awareness and provide support for the work the teams are doing to prepare for the Accreditation on-site visit, June 26th to 29th.

This visit is an opportunity for leadership and staff to share and discuss accomplishments and challenges related to Accreditation.

Your manager will inform you of the date and time your area will be visited. We encourage all of you to participate.

A case of mistaken identity? Never with two client identifiers!

Before providing any service or procedure to clients, such as admission, transfer, venipuncture, specimen collection, drug administration, surgical intervention, blood transfusion, radiological investigation or therapy, how do you check that your client is in fact the one who’s supposed to receive the service or procedure? If you answered using at least two client identifiers, give yourself a pat on the back! “It is the responsibility of all Baycrest staff to ensure that the correct client or resident is identified before the intended service or procedure is performed,” says Aysha Bandali, advanced practice leader, Nursing. “Using at least two client identifiers prior to the provision of any service or procedure has been shown to decrease the number of client identification errors.”

Two client identifiers may be taken from a single source, such as a client wristband, but you should not use a client’s room number for identification purposes. For a full list of acceptable client identifiers, check out the required organizational practice (ROP) fact sheet for Two Client Identifiers on the Accreditation site of the intranet.

Failure to correctly identify clients may result in a range of adverse events such as medication, transfusion or testing errors, or a procedure provided to the wrong person.

“In addition, staff should ensure their clients and residents know they are checking their identification bracelet by saying aloud what they are looking for or doing, for example, ‘Mr. Doe, I’m just going to verify your identity by checking your ID bracelet for your name and MRN [medical record number],” says Bandali. “Verbalizing the identification process in this way allows clients or residents to better understand what staff are doing to ensure their safety.”

What’s new?

Starting in May, you will be seeing new client identification photographs for all hospital patients and Apotex residents on the inside front cover of the client chart and the MAR (medication administration records) binder. All client ID photographs will have a Meditech ID label affixed to the left lower corner. New photos are to be taken on admission, yearly and with any drastic change in appearance, such as weight loss or illness.

As of May 9, patients will be wearing new identification wristbands, with up-to-date identification information on labels generated and printed directly from Meditech. The new ID

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▲ Donna Benoit-Coutain, RPN, Apotex 4, checks a client’s wristband for two identifiers: the name and MRN.

A case of mistaken identity? Never with two client identifiers!

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wristbands can be used for point-of-care glucose monitoring.

Stay tuned for a revised Client Identification Policy to be available on the intranet. The updated policy clarifies appropriate client identifiers, outlines staff responsibilities regarding client identification, and the different procedures for client identification depending on the setting and practice, e.g. inpatient, outpatient and internal transfers.

Where can I get more information?

Between May 23 to 27, come to the *Two Times, Every Time* information booth outside the cafeteria on the main floor. Get more information about the Two Client Identifiers ROP and enter your name in the ballot box for your chance to win a draw prize.

For more information about this ROP or Accreditation, visit the Accreditation site on the intranet or send an email to accreditation@baycrest.org.

Centre for Brain Fitness

Entrepreneurs-in-residence merge Baycrest innovation and business

Brian Gordon and Jim Peters joined our organization last month as entrepreneurs-in-residence, new positions at Baycrest, to help identify and take steps to advance the commercialization of selected Baycrest technologies. “Our new entrepreneurs-in-residence have proven business experience in the areas of new product launches and customer development, and will help us navigate the commercialization process,” says Michael Waterston, program manager, Centre for Brain Fitness.

The duo are here to bring together Baycrest scientists and researchers, software entrepreneurs, and partners such as MaRS, to get products into the marketplace to eventually generate revenue for Baycrest. “The first step is simply getting out there and speaking with people to find out what they’re working on,” says Gordon. “We want to identify new ideas that have the potential for commercialization, and then we can take it outside of Baycrest into the business community.”

The entrepreneurs-in-residence welcome your ideas and can be found in Room 838 of the Brain Health Complex. “We’re looking for ideas from across

Baycrest, not just from researchers. Even if you don’t think your idea can be commercialized, let us know.” Brian Gordon can be reached at ext. 3313 or via bgordon@rotman-baycrest.on.ca. Jim Peters is at ext. 3315 or jpeters@rotman-baycrest.on.ca.



▲ Jim Peters (left) and Brian Gordon recently joined Baycrest as entrepreneurs-in-residence to help identify and take steps to advance the commercialization of selected Baycrest technologies.

What have people been “speaking their minds” about?

You’re sure to have passed by one of the 19 Speak Your Mind boxes located throughout Baycrest, including the Terraces. You may have even submitted a form to express your compliment, concern, opinion or suggestion. “Everyone – staff, visitors, residents, patients, family members and volunteers – is encouraged to fill out a form and let us know how Baycrest is doing,” says Mary Ward, ombudsperson. “If you include your name and contact information, you can expect to receive a personal response.”

Submissions are collected weekly and then sent to the appropriate program leaders for a response. Here are some examples of how speaking your mind helps us all:

- Meditation courses for staff. In response to a suggestion, Baycrest included an information table about meditation and relaxation techniques at its Employee Wellness Fair in November 2010.
- Posting cafeteria hours of operation in a visible location when it is closed.
- Based on a recommendation that paper pay stubs be eliminated in favour of electronic pay stubs, Human Resources and Finance are working together to enable employees to view their pay stubs online by the summer.
- More benches at the entrances for individuals waiting for Wheel-Trans.
- No more noisy scraping of chairs in Silverman Hall. You can enjoy listening to the piano playing and your friends since plastic plugs were put on the bottom of chair legs to reduce scraping.
- Lawn mowing times were adjusted at the Terraces to avoid lunch hour. Folks can now enjoy their al fresco lunches with the sounds of the birds chirping in the background rather than lawn mowers.



▲ Mary Ward, Ombudsperson, checks for Speak Your Mind forms by the hospital elevators.

Feedback can include suggestions for quality improvement or concerns that require immediate follow-up, but can also be complimentary. “We are very pleased to report that the number of compliments has been increasing from year to year. During the past year, for example, we received 25 complimentary Speak Your Mind submissions related to Baycrest staff, almost as many as the last three years combined of 29 compliments,” says Ward.

Since October 2007 when the Office of the Ombudsperson began managing it, the program has been steadily growing. For example, the office received 123 submissions from Baycrest community members in 2010, almost twice the number of submissions in 2007-08 (62). For more information, contact the Office of the Ombudsperson at ext. 6226.

National Nursing Week

Celebrating the healing hands of Baycrest nurses

In preparation for National Nursing Week, May 9 to 13, our nursing staff voted *Baycrest nursing, hands that heal, hearts that care* as the slogan that best reflects nursing at Baycrest. You'll see the slogan being used at various events throughout Nursing Week.

National Nursing Week celebrates Canadian nurses and their dedication to patient care and the health-care system. It all started in 1971 when the International Council of Nurses designated May 12, Florence Nightingale's birthday, as International Nurses Day. In 1985, in recognition of the dedication and achievements of the nursing profession, Canada proclaimed the second week of May as National Nurses Week. The name changed to National Nursing Week in 1993 to emphasize the profession's accomplishments as a discipline.

In addition to a week-long famous nurses and poster competition display in the Water Cooler area, located near the WA Café, you're invited to the following events:

Monday, May 9

1 to 2 p.m. Winter Garden.
Nursing Week kickoff: leadership address.

Tuesday, May 10

10:30 to 11:30 a.m., Classroom ABC, second floor hospital.
Taking care of our young through mentoring and precepting, Sue Calabrese, advanced practice leader, 5 West and 6 West.

1 to 3 p.m., Classroom ABC, second floor, hospital
Nursing Awards and Recognition Ceremony.

Wednesday, May 11

10 to 10:30 a.m., Water Cooler.
Poster judging.

10:30 to 11:30 a.m., Wortsman Hall.
Leadership in geriatric care, Dr. Katherine McGilton, senior scientist, Toronto Rehabilitation Institute.
No registration required.

12 to 12:30 p.m. and 7 to 7:30 p.m., Posluns Auditorium.
Fitness with Anne Marie Shin, director, Nursing.

Thursday, May 12

10:30 to 11:30 a.m., Wortsman Hall.
Bedside nursing: care of the body and comfort work, Dr. Francine Wynn, keynote speaker, University of Toronto.

noon to 2 p.m.
Cookie-gram distribution.

2 to 3 p.m., Apotex and hospital.
Occupational Health and Safety mobile blood pressure clinic.

Friday, May 13

10 to 10:30 a.m., Classroom ABC, second floor, hospital.
Yoga.

1 to 2 p.m., Classroom ABC, second floor, hospital.
Nursing: the next generation, Anne Marie Shin.



Professorial Lecture Series

Dr. David Conn, vice-president, Education, presents *Improving the mental health of older adults: How can we maximize our impact?* on Monday, May 9, 5 to 6 p.m. in Loftus Hall. A reception will be held from 6 to 7 p.m. in the Winter Garden Court.

For more information or to register, contact Shelly Clancy at ext. 2747.

Get a second degree in Nursing

Baycrest has been collaborating with various GTA health-care organizations and Nipissing University to develop and support an innovative second degree, Bachelor of Science in Nursing (BScN): Scholar Practitioner Program, launching in September.

“This is an excellent opportunity for staff who already have a degree, which does not need to be health related, and are interested in obtaining their BScN in a hospital-based setting,” says Amy Rothwell, advanced practice leader, Residential and Aging in Place Program. “The program is accepting applications for the September 2011 intake for this full-time, two year, clinically-based program to meet your career goal of becoming a registered nurse.”

Students will study on site for two years at Baycrest or at one of the other participating institutions (SickKids, Mount Sinai Hospital, Toronto Rehabilitation Institute, Toronto Public Health or University Health Network). “Highly qualified clinically-based faculty will guide this rich

learning experience, and your employment prospects will be enhanced through valuable contacts from this employer-based learning program,” says Rothwell.

If you’re interested, you’re in luck. The deadline to apply has been extended. Contact Rothwell at ext. 3298 for more information.



Learn about aging and creative arts at CECD conference

A multi-disciplinary conference on health, aging and the creative arts will be held at the Waterfront Hotel in Burlington, Ontario on October 3 and 4, with pre-conference workshops on October 2.

The Creative Expression Communication and Dementia (CECD) conference is being presented by the Society for the Arts in Dementia Care, in collaboration with Baycrest, the Acclaim Health–Sheridan Elder Research Centre and the Alzheimer Society of Canada.

The conference welcomes the participation of academics, researchers, practitioners and the public at large and will look at new trends and developments that can improve the lives of well seniors and those with cognitive impairments.

Bianca Stern, director of Innovation, Arts and Design, and Melissa Tafler, social worker and clinical research co-ordinator, are among the invited speakers. If you’d like to make a submission, the deadline to do so is May 31. For more information and to register, visit www.cecd-society.org.

Announcements

Angela De Cesare, certified management accountant (CMA), joined Baycrest on April 18 in the position of controller, Corporate Financial Services. De Cesare is coming to Baycrest from the Centre for Addiction and Mental Health, where she has been controller for the last three years. Prior to her time at CAMH, De Cesare spent over 10 years in the CCC/rehab and community sectors.

Welcome to **Nancy Lin**, who will be joining the Mental Health Program as the clinical manager for the Ambulatory Mental Health Services on May 2. An occupational therapist by training, Lin is currently a project manager at the University Health Network leading a process redesign of the Interventional Radiology Service. Prior to this, she spent four years as the Clinical Redevelopment Transition manager at the Centre for Addictions and Mental Health. Lin

will be located in the Psychiatric Day Hospital, on the 4th floor of the hospital.

Patricia (Patty) Guyader will be assisting Mary Ward in the Office of the Ombudsperson in a temporary role as administrative secretary, while covering for Faith Makris who is on leave until August 8.

On May 9, **Leslie Iancovitz** joins 6 East, Complex Continuing Care, in the interim role of clinical manager for a locum of six months. Iancovitz has been with Baycrest since 2003 when she started as a social worker at the Terraces. She has worked with various teams, including the former 7E and 7W, GATU and most recently with SSR. Mary Lou Ip will provide coverage to 6 East until May 9. Iancovitz's office will be Room 6C99 on 6 West.

Baycrest and NHL Alumni to partner on brain health study

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The age and education-matched comparison (control) group will undergo the same assessment procedure. This group will help researchers isolate the brain health factors that may be specific to the NHL alumni, as opposed to those that are present in the general population. Follow up cognitive testing and structural brain scanning (with MRI) will take place every three years.

“In head injury, teasing apart the contribution of genetics and other health factors to aging and brain function is a great challenge,” says principal investigator Dr. Levine.

“By comprehensively assessing both the players and matched comparison subjects, we hope to better understand this process. This study will help us to understand the aging brain not only in professional athletes, but in the population at large.”

A portion of the proceeds from the sixth annual Scotiabank Pro-Am Hockey Tournament, in support of the Gordie and Colleen Howe Fund for Alzheimer's at Baycrest, taking place on May 5 to 7, will help fund the Baycrest-NHL Alumni brain health study.

Participate in brain research

A brain imaging and memory study, led by Rotman Research Institute scientist Dr. Brian Levine, is looking for healthy males between the ages of 35 and 45 with 12 to 16 years of education. Participants will be compensated for their time and expenses. Contact volunteers@rotman-baycrest.on.ca