

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.

eHealth2Share

Baycrest leads the way in information sharing via cloud collaboration

Ever feel like you're reinventing the wheel when having to create a policy, form or procedure? Surely, there's got to be a template out there that you can adapt to your needs, right?

Baycrest thinks so too and is blazing a trail to create a web-based environment to share electronic documents by partnering with Microsoft and Orangutech, a consulting company and Microsoft partner. "This is truly an innovative health-care sector use of cloud services and the first to leverage the yet-to-be released next version of cloud-based software from Microsoft called Office 365," says Terrie Tucker, director, eHealth. The purpose of this portal is for health-care organizations around the world to share e-documents. No more having to create things from scratch!

"Development of forms, policies and workflow can be labour intensive and costly," says Tucker. "In Canada, health-care organizations are each developing these documents using their limited resources, so there is a



need and willingness to share and streamline our expertise and efforts. An organization may download an electronic form or policy that someone has already created and save significant development and consultation time and effort by customizing it to meet the needs of the individual organization."

The portal, or site, is called eHealth2Share and will serve as an online hub for health-care electronic forms and workflows, templates, best practices in patient care, clinical user groups, e-learning, shareware applications such as an Ontario

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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, readability and length. The deadline for submissions is the Thursday prior to the publication date.

Ensuring client safety at all times

Client safety is always a priority at Baycrest. Some high-risk activities where we are extra vigilant include: administration of high-risk medications, such as insulin and coumadin; medication reconciliation after transfer; and clinical procedures requiring sedation.

“We want to be proactive about ensuring our clients’ safety, particularly during high-risk activities,” says Anne Marie Shin, director, Nursing. “When staff are performing potential high-risk activities, we have a number of processes and checking systems to reduce the risk.”

One is an independent double check policy when administering identified high-risk medications. “We’ve revised the list to include medications that the ISMP [Institute for Safe Medication Practices] deems high-risk; compared it to other like organizations; and tailored it for our situation, such as removing medication that didn’t apply to us,” says Shin.

When administering high-risk medications, all staff must verify several things: that the right medication is being administered to the right patient in the right way (by mouth, injection, etc.), that it’s the right drug calculation, the expiry date and against the original order. Also, another regulated health staff member, such as an RN or RPN, doctor or pharmacist, must double check and sign in the upgraded Medication Administration Record (MAR) sheet.

Implementation of this policy has begun and is available on the intranet.



Other initiatives include:

- a comprehensive medication reconciliation process
- a safe surgery checklist for clinic procedures
- a standardized transfer and discharge information process.

Get more information at your team meetings, through your advanced practice nurse (APN), unit manager or pharmacist. You can also contact Anne Marie Shin at ext. 2769 or visit the Accreditation site of the intranet.

The Amazing Accreditation Race

Play Baycrest’s Amazing Accreditation Race for your chance to win fabulous team prizes and to learn more about Accreditation! Every team or service area across Baycrest will receive a game board at the end of May. Over a two-week period, your team will have 14 skill testing questions or tasks to complete. All teams that submit a completed game board will receive a team prize. If all your answers are correct, your team will be entered into a draw for a grand prize. Good luck and see you at the finish line!

For more information or if you have questions, contact Accreditation leads Lynda Dunal at ext. 2673 or Maria Huijbregts at ext. 2677.

Marilyn El Bestawi recipient of EXTRA program fellowship

Marilyn El Bestawi, executive director, Complex and Specialized Geriatrics, Rehabilitation Programs and Clinical Services, has been selected to participate in the 2011 EXTRA program fellowship. She is one of 30 health-care executives from across the country who was chosen.

The Executive Training for Research Application (EXTRA) Fellowship Program is managed by the Canadian Health Services Research Foundation (CHSRF) and funded by a grant from Health Canada. CHSRF has partnered with the Canadian Nurses Association, the Canadian College of Health Service Executives and the Canadian Medical Association to help manage, support and promote the EXTRA program.

The objective of the two-year part-time program, which includes three residency sessions, is to have participants gain skills to find, assess and apply

research to become more effective at evidence-informed decision-making. In collaboration with colleagues from across the country and across disciplines, participants acquire skills in evidence-informed decision-making in the management of health systems while learning from diverse health-care settings. Through the program, an intervention project that is approved as part of the application process will be completed.

El Bestawi's project, *Just in time delivery of quality results to influence decision making*, will focus primarily on data and results that will provide the daily status of patients in the form of a dashboard. The information will assist in guiding front-line clinical manager decisions to act on problems or issues thereby preventing adverse outcomes, increased length of stay or deterioration of patient status.

No time to learn at the library? Get on board the L-Train

The Staff Library is making it even easier for you to learn! You now have the option of putting in a request to the conductor (librarian) to bring the L-Train, a mobile information centre, to your unit.

"The L-Train is a mobile library skills training delivery method that can enhance your awareness of the valuable library resources that are at your fingertips without having to leave your unit," says Mary McDiarmid, manager, Library Services.

Some examples of what you can learn via the L-Train include:

- Finding drugs with the e-CPS in the virtual library
- How to find books, DVDs or journals - an introduction to Library resources at Baycrest
- Finding full-text journal articles through the virtual library

Training sessions are limited to two individuals at a time and last about 10 minutes; however, tailored sessions for an individual, a small group or for the entire department can also be developed. The train runs from 7:30 a.m. to 3:30 p.m., but special runs outside these hours can be made upon request.

To schedule a training session using the L-Train service, contact Mary McDiarmid at ext. 2353.

Volunteer Week

Appreciating our volunteers

Baycrest is celebrating Volunteer Week from May 30 to June 3. The theme this year is *Volunteerism: changing the world*. “This is a

week where we celebrate and honour our amazing volunteers for all their hard work and contributions to Baycrest,” says Syrelle Bernstein, director, Volunteer Services. “We have about 2,000 volunteers in a given year and they work all across Baycrest, in research, the hospital and Apotex, the Terraces and the Community Day Centre for Seniors.”



▲ Left to right: Volunteers Claudia Velasquez-Amaya, Nathan Tepper, Ethel Sacks, Howard Rice, Barbara Gluckstein and Jerry Freud help Brenda Lass (second from left) and the clients who visit the Creative Arts Studio.

National Volunteer Week was from April 10 to 16 and paid tribute to the millions of Canadian volunteers who donate their time and energy. It is Canada’s largest celebration of volunteers, volunteerism and civic participation. As this was right before Passover, Baycrest’s Volunteer Week is from May 30 to June 3.

If you have a volunteer helping in your area, be sure to show your appreciation this week!

Leadership summit explores innovation and the human brain



Baycrest, IBM and the Public Policy Forum hosted top leaders from the research community, private sector and government on May 16 for the *Innovation and the Human Brain Summit*. Participants gathered at the IBM Software Lab in Markham to explore the groundbreaking progress in neuroscience and brain research that is making Ontario a global centre of excellence for brain innovation.

Speakers Glen Murray, Ontario Minister of Research and Innovation; Don Stuss, president, Ontario Brain Institute; and our own Randy McIntosh, vice-president, Research, and director, Rotman Research Institute, as well as other top minds in science and innovation outlined how these advances can be used to further support innovation in all sectors through collaboration and cross-sector partnerships.

MPP visits nurses at Baycrest

As part of the Registered Nurses' Association of Ontario's (RNAO) Take Your MPP to Work Day on May 11, MPP Mike Colle visited with Baycrest nurses and personal support workers (PSWs) in the hospital and Apotex. The MPP for Eglinton-Lawrence paid tribute to Baycrest nurses and other health-care team members for their contributions to the care of frail, aging adults and devotion to their jobs.



▲ Mike Colle greets PSWs Celia Aclan (centre) and Melodia Rivera (right).



▲ Mike Colle (centre) with (from left to right) Collette Cameron, unit director, Apotex 5; Beatrice Mudge, RNAO; Joyce Tsui, RPN, Apotex 5; Anne Marie Shin, director, Nursing; and Suman Iqbal, director of Care, Apotex.

Memorial Service

Baycrest holds memorial services twice a year to remember and reflect on the lives of people who have been residents or clients at Baycrest. "The work that we do at Baycrest is focused on the relationships we have with our clients and their families," says Linda Jackson, director, Community and Ambulatory Programs. "The memorial service is not only an opportunity to remember our residents and clients, but also to reflect on the meaning of the important work we do here at Baycrest. We are privileged to be witnesses and participants in the significant events of people's lives, including the death of a loved one."

You are invited to attend the next service on Thursday, June 2, from 2 to 3:30 p.m. in Wortsman Hall.

- Lecture -

Predictors of mortality: A modern epidemiological approach in a population-based study

Tuesday, June 21, 11 a.m., Loftus Hall

Professor Henning Tiemeier, Departments of Epidemiology and Child and Adolescent Psychiatry, Erasmus University

For more information or to meet with Professor Tiemeier, contact Rosanne Aleong at raleong@rotman-baycrest.on.ca or call ext. 3620.



Wondering about a unit, departmental or corporate initiative? Have a question about a Baycrest Matters article?

Send your query to **You Asked Us** via [baycrest matters@baycrest.org](mailto:matters@baycrest.org) or call ext. 2952 and we'll do our best to track down the answer and publish it here for you.

I just heard a **Code Grey with Condition Yellow** over the PA system. I know that Code Grey means loss of essential service and Code Yellow is missing client. What does "Condition Yellow" mean?

Scott Jansen, manager, Redevelopment and Emergency Management, answers:

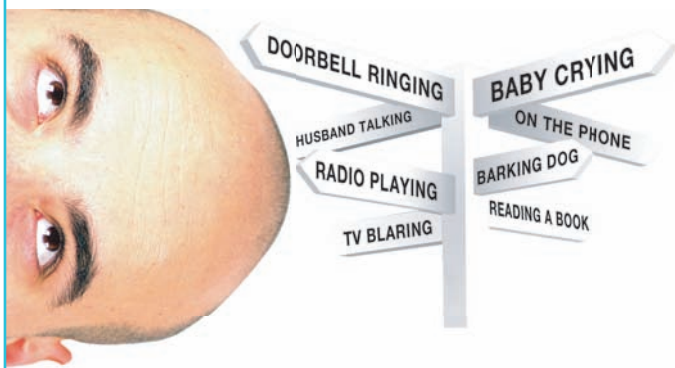
You're right. Code Grey indicates loss of essential service. We attach a "Condition Yellow" to the code to mean that the mag locks on the doors are not working as a result of the power outage.

Staff should follow their department-specific plan to protect clients; this includes monitoring stairwell and exit doors that normally require a code or pushing a button to open. We use the term Condition Yellow to let staff know to be extra mindful of clients who may wander.

Remember: mag locks hold doors closed. When there is a fire alarm, the mag locks are deactivated across the entire facility. Even though you may not hear bells in your area when you hear the Code Red announcement, know that the mag locks are deactivated.

Door holders hold fire doors open for the convenience of people moving through the facility. Only the door holders in the building under alarm will deactivate and close the fire doors.

Aging, Innovation & the Mind THE SPEAKER SERIES



Distraction: friend or foe?

Everyone is affected by distraction, but did you know that older brains make good use of 'useless' information? Find out how your brain learns new things and what it's up to when you are at rest or doing more than one task at a time at the next Speaker Series lecture on Wednesday, May 25, 7 to 8:30 p.m. in the Winter Garden.

Hosted by Avis Favaro, medical/health correspondent, CTV News, and featuring Rotman Research Institute senior scientists Cheryl Grady and Lynn Hasher. Register online at www.baycrest.org or call ext. 6218.

Baycrest leads the way ...continued from front page

hospitals Freedom of Information (FOI) access request tracking system, and international expert collaboration. There will be no patient or confidential information on the site.

“By openly sharing best-in-class content, health-care institutions are providing each other with access to up-to-date resources and processes,” says Tucker. Indeed, knowledge translation is at the core of many academic health centres’ mission statements and this initiative helps accelerate the dissemination of innovative approaches to health care.

What is “cloud computing”?

In a nut shell, cloud computing is like having virtual servers available over the Internet. It is a way for organizations to increase capacity or quickly add capabilities without investing in new infrastructure, training new personnel or licensing new software. Cloud computing encompasses any subscription-based or pay-per-use service that extends existing capabilities. The idea is that the application is provided “in the cloud” and is available to anyone who can access the Internet and is a member.

If you have a web-based email account, like Hotmail, Yahoo! Mail or Gmail, then you've had some experience with cloud computing. Instead of running an email program on your computer, you log in to a web email account remotely. The software and storage for your account doesn't exist on your computer – it's in the cloud.

How will eHealth2Share work?

Health-care organizations around the world can purchase memberships to download and post their e-documents for sharing. “The value of this increases as more and more health-care organizations contribute content,” says Tucker.

When will this be rolled out?

EHealth2Share is in pre-production and anticipated to go live with selected memberships this summer. The FOI application will also be available this summer, giving staff time to learn and experiment with the system before FOI comes into effect in January 2012.

For more information about eHealth2Share, contact Terrie Tucker at ext. 3443.

What is FOI?

Starting January 1, 2012, Baycrest, along with all other Ontario hospitals, will be subject to the *Freedom of Information and Protection of Privacy Act* (FIPPA). FIPPA has two parts:

- The first deals with protection of privacy: this section is similar to other privacy laws, like the *Personal Health Information Protection Act*, which already applies to hospitals (and will continue to apply to hospitals).
- The second part deals with access to information - *Freedom of Information* (FOI) legislation - and is a significant change for hospitals. Individuals will have the right to request access to any records held by Ontario hospitals unless the information falls under an exemption or is excluded from the Act.

Hospitals have until January 1, 2012 to implement any necessary policies and processes to administer the Act.

An additional component of eHealth2Share will be a shareware application section to track FOI access requests. It will be available this summer, along with eHealth2Share, providing a common way for community members to manage and report on FOI access requests.

For more information about FOI, visit the Ontario Hospital Association website.

Announcements

Dr. Gary Naglie, chief of Medicine, has won best international poster for his entry, *Longitudinal predictors of quality of life in patients with Alzheimer's disease: results from the Canadian Alzheimer's Disease Quality of Life Study*, at the May 11 to 14 American Geriatrics Society conference in National Harbor, Maryland, USA.



After leading Neuropsychology and Behavioural Health for the past year in an interim role, Dr. Angela Troyer is now Baycrest's new chief of Psychology and program director for Neuropsychology and Cognitive Health. She is also a neuropsychologist, researcher, scholar and lead for Cogniciti.



On June 30, Khashayar Amirhosseini will assume his new role of professional practice leader, Food and Nutrition Services. He interned at Baycrest in 2009, and has been working as a clinical dietitian here since March 2010.

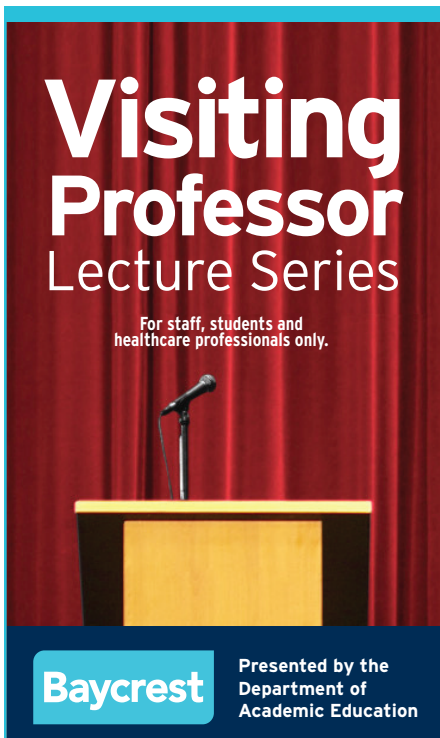
Dr. Alexandre Henri-Bhargava will be joining Baycrest's Louis and Leah Posluns Stroke and Cognition Clinic in July. Henri-Bhargava is completing his clinical fellowship in Behavioural Neurology. He will be located on the 6th floor of the Brain Health Centre clinics.



Welcome to Paul Smits, who joined Baycrest on April 26 in the new position of wellness co-ordinator. In this role, Smits is responsible for wellness program offerings to help staff achieve optimal well-being. He is here part-time and can be reached via email or at ext. 5675.



Congratulations to Nicole Campbell, therapeutic fitness instructor, Wagman Centre, and her partner, Aaron Benns, who welcomed their twins to the world on Sunday, April 24. Their son, Riley Jacob, weighed in at 6 lbs. 8 oz. and daughter, Rachel Karen, was 6 lbs.



Visiting Professor Lecture Series

For staff, students and healthcare professionals only.

Baycrest Presented by the Department of Academic Education

Dr. Irit Felsen is our next visiting professor and will be presenting *Trauma and aging - implications for treatment with Holocaust survivors* on Monday, May 30, from 1 to 2:15 p.m. in Classroom ABC, located on the second floor of the hospital.

Felsen, clinical psychologist, is a member of the Yale Trauma Study Group, Genocide Studies Program; has a research affiliation with the Center for Neuro-affective Sciences, University of Geneva; and is a clinical specialist providing trauma intervention for a national network of crisis care.

For more information about the lecture series, contact Rhona Porter, Centre for Education and Knowledge Exchange in Aging, at ext. 2892.