

Baycrest Matters

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

JUNE 15, 2011 – VOL. 7, NO. 11

IN
THIS
ISSUE

Examining the
brain as a neural
information
super-highway 2

Focusing on
Code Green 3

See you at the
summer
celebration 4

Shining the
spotlight on our
successful
practices 5

Top 10 Accreditation tips

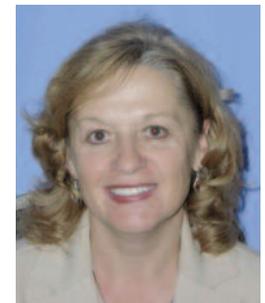
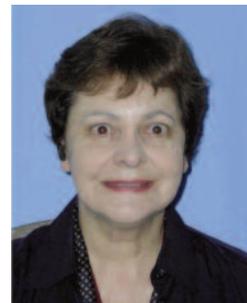
Our on-site survey visit is just around the corner – June 26 to 29! Participating in Accreditation is an opportunity for us to highlight our achievements as well as improve quality and safety. To help you review and prepare, here is a quick list of tips:

1. **Clean your hands.** Hand hygiene is everyone's responsibility.
2. Report every safety event or hazard in the **safety event reporting system (SERS)**.
3. Involve and **educate clients and families** about their role in safety. Make sure information brochures are readily available to them.
4. If a client falls in a public area, call **ext. 5555** and report a Medical Alert.
5. **Two Times, Every Time:** use **two client identifiers** before providing services and procedures to clients.
6. Help prevent adverse drug events by doing **Medication Reconciliation**.
7. Keep up with your **documentation** to ensure it's complete and accurate.
8. Be aware of **CARE-fall**, our approach to falls management.
9. Review our **emergency codes manual** at <http://intranet/BaycrestWork/emergencymanual> so that you know what to do in the event of an emergency.
10. Know the answers to: What are some **successes** on your unit? What are some **challenges**, and what are **you doing** to address them?

...continued on page 7

www.baycrest.org

Baycrest is fully
affiliated with the
University of Toronto.



▲ Accreditation Canada surveyors Marcy Saxe-Braithwaite, David Thompson, Krystyna B. Kouri and Alice Kennedy will be visiting Baycrest from June 26 to 29 for our on-site survey.

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.

Annual general meeting

Celebrating the year's highlights

You're invited to the Baycrest and Baycrest Foundation annual general meeting (AGM) on Thursday, June 16, 3:30 to 5 p.m. in the Winter Garden. RSVP by calling ext. 6303.



Examining the brain as a neural information super-highway

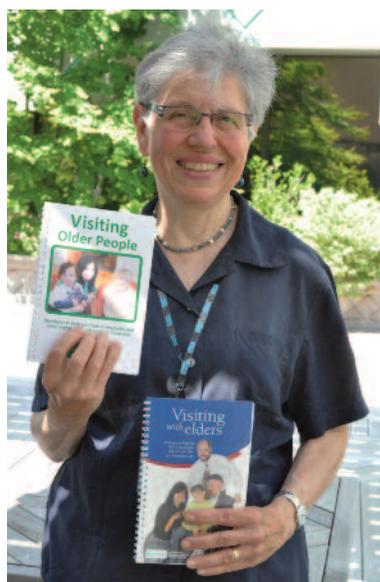
A new brain study led by Baycrest's Rotman Research Institute scientists Bratislav Misisic, Vasily Vakorin, Natasa Kovacevic, Tomas Paus and Randy McIntosh sheds new light on how information is routed and emitted from individual brain regions – and draws parallels with other well-known types of communication systems, such as the Internet. The article was published in the open-access journal *PLoS Computational Biology* on June 2.

In their paper, the researchers describe how tools from telecommunications research can be adapted to study server configuration and traffic flow in the brain. They suspect that parts of the brain act as hubs, collecting and distributing information and controlling how distinct parts of the brain work together to perform everyday activities, such as perception and cognition. They hope to better understand how diseases such as Alzheimer's, stroke, as well as normal aging, interrupt communication networks in the brain.

Baycrest guidebook inspires U.K. edition

Ruth Goodman, professional practice leader, Social Work, holds a copy of Baycrest's *Visiting with Elders* guidebook (lower right) alongside a new edition recently published by Heathlands Village in Manchester, U.K.

The Manchester version was inspired by Baycrest's publication. Goodman wrote *Visiting with Elders* several years ago, in collaboration with Linda Jackson, executive director, Residential and Aging at Home Program, and



Public Affairs. The guidebook provides helpful communication strategies for having enjoyable and meaningful visits with frail elders.

Coincidentally, Goodman was born in Manchester during the Second World War and lived there for the first six years of her life. "It gives me tremendous joy to see my book... inspire the Manchester edition," she wrote in a personal note that appears in the introduction to the Heathlands edition.

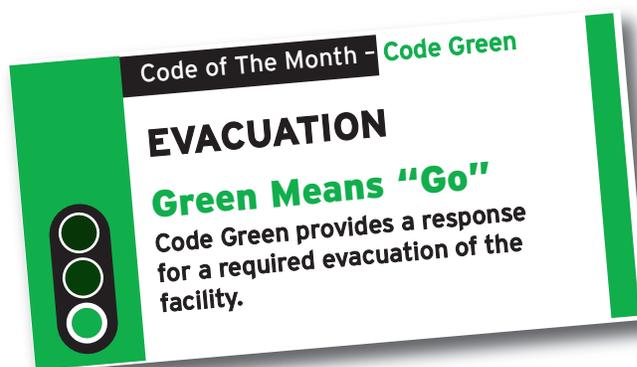
Focusing on Code Green

In early January of this year, Baycrest switched to the recommended standardized emergency colour codes and response procedures developed by the Ontario Hospital Association (OHA). To further awareness and improve our knowledge of what to do for each code, Baycrest is launching a code of the month program.

The program will include education, communications and mock exercise drills. “It’s critical that all staff know what to do and are able to react quickly in the event of an emergency,” says Scott Jansen, manager, Redevelopment and Emergency Management.

Every month will be dedicated to one emergency colour code. The focus for June is Code Green, evacuation. As part of this month’s education activities, members of the Emergency Management committee will be participating in a mock Code Green table-top exercise.

You can participate by familiarizing yourself with the code in your Emergency Binder or online at <http://intranet/BaycrestWork/emergencymanual>. For more information, contact Jansen at ext. 3024.



Code of the month schedule

June: Code Green – evacuation

July: Code Grey – loss of service

August: Code Brown – hazardous spill

September: Code Yellow – missing client

October: Code Orange – external disaster

November: Code White – violence

Ongoing: Code Red – fire. To ensure our preparedness – that we know what to do in the event of a real life situation – Baycrest will be conducting monthly centre-wide fire drill exercises at various times.



Grade 3 teacher Sarah Kim (left) and about 20 of her students from Ledbury Park School visited with residents on Apotex 5 on May 26 as part of an intergenerational program put on by Therapeutic Recreation. The students, like Maya (middle), paired up with the residents, including Irene Caplan (right), to work on a creative story telling assignment.

See you at the summer celebration

We've got a lot to celebrate, so you won't want to miss this year's Staff Recognition Barbecue on Thursday, June 30! We'll have completed the on-site Accreditation Canada survey visit and it'll be a great way to kick off the Canada Day long weekend. Join the festivities and enjoy lunch while mingling with colleagues you may not interact with on a daily basis. Come out

to the Loftus Hall Garden on June 30, between 11:30 a.m. to 1:30 p.m.

Evening staff are invited to come down for your barbecue between 5:30 and 6:15 p.m. Staff working the night shift can look forward to a special delivery of pizza, vegetables and dessert to your work station around 11 p.m.

Baycrest hosts Theodore Herzl memorabilia collection

From June 19 to April 30, 2012, Baycrest will be home to *The Dream Fulfilled – Theodore Herzl and the Jewish State*. The exhibit features over 400 items from the private Herzl memorabilia collection of David Matlow, whose collection of approximately 2,000 pieces is one of the largest in the world.



A journalist and playwright, Herzl died in 1904 at the age of 44. In the seven preceding years, he laid the foundation of the modern state of Israel. Lawyer David Matlow is a collector of Herzl memorabilia and the artifacts

that will be on display are borrowed from his personal collection. The items, including original documents and one-of-a-kind artifacts, reflect the effort, planning and sacrifice that resulted in Israel's independence only 50 years after the first Zionist Congress was held.

Drop by the Silverman Garden Court after June 19 to check out the exhibit. For more information, contact Aviva Babins, arts project co-ordinator, Culture, Arts and Innovation, at ext. 2802.

Donald Stuss receives lifetime contribution award



Dr. Donald Stuss, senior scientist, Rotman Research Institute, is the recipient of the National Academy of Neuropsychology (NAN) 2011 Lifetime Contribution to Neuropsychology Award in recognition for his contributions to the field. Stuss will receive the award at NAN's annual conference this fall in Marco Island, Florida.

Shining the spotlight on our successful practices

Everyone who works at Baycrest contributes to the success of the organization – there are a number of great things going on here that demonstrate high quality service delivery. To showcase some of those leading practices and projects, Baycrest is unveiling a new campaign, *Baycrest leading practices*, on June 16. Look for 11 new banners on the main floor and visit the Water Cooler, located near the WA Café, to see just a sample of some of the innovative things our colleagues are doing to positively impact our clients and their families.

The 11 Baycrest leading practices that make up the campaign have been submitted to Accreditation

Canada as part of our on-site survey process. If the practice is approved by Accreditation Canada, it is added to the Leading Practices database on Accreditation Canada’s website and published in the annual Leading Practices Report. Stay tuned to find out the results!

Every two weeks starting on June 29, the Water Cooler and Baycrest Matters will feature one Baycrest leading practice. From June 29 to July 12, we will be shining the spotlight on self-management programs for arthritis, early Parkinson’s disease and stroke.

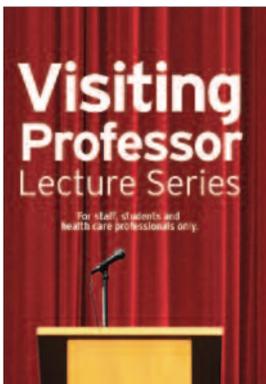
Baycrest dishes up new menu items

On June 5, Baycrest launched our revamped menu that includes four to five new dishes or enhanced recipes every week. Hospital patients and Apotex residents can look forward to new menu items, such as sweet potato fries, cheddar cheese and mushroom quiche, roasted vegetable penne, improved macaroni and cheese, and desserts, like apple streusel and Boston cream pie.

“We are always looking to enhance client satisfaction and care, so we are excited to be

introducing our new and improved menu,” says Hannah Okseberg, director of Nutrition and Food Services. “Quality improvement is a continual process, so clients can expect ongoing enhancements from us.”

All new menu items will have been introduced by the fall and after that, residents and patients can look forward to new holiday specials on the menu. For more information, contact Nutrition and Food Services at ext. 2238.



Frailty: current insights and applications

Dr. Shelley Sternberg, director of Geriatrics at Maccabi Healthcare Services Jerusalem and Shfela region, will be presenting the next Visiting Professor lecture on Thursday, June 23, 1 to 2:15 p.m. in Classroom ABC, located on the second floor of the Hospital. If you are interested in attending, please register by contacting Rhona Porter, Centre for Education and Knowledge Exchange in Aging, at ext. 2892.



Recognizing our volunteers with awards and evening of appreciation

Baycrest celebrated our many dedicated volunteers with an Evening of Appreciation on May 31. “This year, we honoured over 230 volunteers for their hours and years of service to Baycrest. We honoured volunteer contribution of 200 hours to 29,000 hours, from 10 years to 65 years. These are real milestones,” says Syrelle Bernstein, director, Volunteer Services. “This has shown us how volunteers are changing the world of every one they touch at Baycrest.”

Awards were presented to several volunteers, including Lois Kamenitz, the winner of the second annual Judy Gwartz Volunteer Leadership Award. This award in Judy Gwartz’s honour and memory recognizes a volunteer who demonstrates leadership skills. Lois Kamenitz, co-ordinator/volunteer librarian in the Wellness Library, was nominated by Linda Jackson, executive director, Residential and Aging at Home Program:

“Lois has been the backbone of the fully volunteer-supported Anne E. and Louis Pritzker Wellness Library since it officially opened in 2004. Before it opened, she was on the planning

committee assisting with the design and concept. Over the past year, she has demonstrated tremendous leadership positioning the Wellness Library as a key enabler of consumer education aligned with the newly developed Education Strategic Plan. She supports a team of 10 volunteers and has endless enthusiasm for the role.

Lois is a volunteer who strives to be compassionate and sensitive, often supporting volunteers new to a library setting. She works with each person’s strengths in assigning roles that will fit them and the library. I have worked with many volunteers over the years; Lois displays character and commitment that make her a truly exceptional volunteer.”

Congratulations also to the following recipients of MPP Mike Colle’s Eglinton-Lawrence Outstanding Volunteer Awards: Agnes Bodor; Alan Cohen; Alex Kumachey; Marsha Litvack; Ana Lourenco; Betty Plotnick; Seymour Shatz; Jack Michael Simon; and Bea Wortsman.



Left to right: Evelyn Bernstein, Sally Marans, Jean Gamble, Nancy Posluns and Miriam Perlman receive their 20-year service recognition awards.

Stay connected to Baycrest news and experts

Stay up to date on all our latest news by following us on Twitter and reading our experts' blog. In the year that Baycrest has been tweeting, we've garnered over 500 followers! Help us reach our next milestone - follow us and tell your friends about us too. Go to www.twitter.com/baycrest.

Baycrest's blog provides our health-care professionals, researchers and executive leadership an opportunity to offer their expertise and insights on health-care issues that are making headlines. Be sure to read our latest post, occupational therapist Nira Rittenberg's thoughts on fall proofing the home, by visiting www.baycrest.org/experts.

Top 10 Accreditation tips ...continued from front page

Meet our surveyors

A team of four Accreditation Canada surveyors will be visiting Baycrest for the on-site survey from June 26 to 29. You can read their full profiles on the Accreditation intranet site, but here is a brief introduction to them:

Marcy Saxe-Braithwaite works with Western Management Consultants, a national organization that provides such services as organization renewal, change management, governance, board renewal, strategic planning, training, development and executive search and talent management.

David Thompson is vice-president of Seniors Care and Clinical Support Services at Providence Health Care in Vancouver. He is responsible for residential services, rehabilitation services, geriatric acute medicine and mental health and assisted living services at this multi-site organization.

Krystyna Kouri holds a clinical appointment at McGill University and is a research fellow at the Maimonides Geriatric Centre - McGill University. Currently, she is developing a new nursing program at Champlain College - Lennoxville in collaboration with the Université de Sherbrooke.



Alice Kennedy is the chief operating officer for Long Term Care, Community Living and Supportive Services, Rehabilitation, Continuing Care, and Palliative Care with the Eastern Regional Integrated Health Authority.

Questions? Speak with your unit director or manager or send an email to accreditation@baycrest.org.

Don't forget to check out the Accreditation site on the intranet for more tools and tips to help you prepare for our survey visit.

Accreditation debrief

How did we do? What did the surveyors see and hear? Join in this important opportunity to receive feedback on our performance. Come to the general debriefing on Wednesday, June 29, from 2 to 3 p.m. in Wortsman Hall.

Staffing announcements

Welcome to **Vivian Demian**, our new executive director of the Centre for Memory & Neurotherapeutics and Centre for Mental Health, jointly reporting to the vice-president, Clinical and Residential Programs and chief nursing executive and vice-president of Medical Services and chief of Staff.

Demian brings to Baycrest almost 15 years of clinical, mental health and business experience at various levels. Her most recent position was as the director of the Mental Health Division at

Halton Healthcare Services. She will be starting on Monday, June 20 and will be located in the Nursing Administration wing of the Brain Health Complex.

Congratulations to **Thirumagal Yogaparan**, medical program director, Complex Continuing Care, on her promotion to assistant professor in the Department of Medicine at the University of Toronto. She has completed the Department of Medicine course on quality improvement and is currently completing a course on wound care.

Letters to the editor

Kudos to Baycrest

I have to relate a story to you that you will be very pleased to hear. I visited with my aunt, Chana Wallace, at Baycrest today. She had been transferred from Mount Sinai Hospital to Baycrest, after having had surgery to repair her hip and femur bone after a fall in her apartment. Aunt Chana is 104 years old and was living on her own until her fall a couple of weeks ago.

Even after the surgery, her mind is still sharp as a tack. We were sitting together in her room today, and she was telling me all kinds of interesting stories. But most importantly, she couldn't praise Baycrest enough! This lady is no slouch or pushover – she just happens to have good common sense!

Firstly, she told me that the nurses are just wonderful – they are so kind and caring and they are looking after her “like a baby.” She can't get over how clean the rooms and corridors are and we got to talking about her meals. She said that she feels that she is in a “fancy hotel” because the food is so delicious. “I am so proud of our Baycrest, that nobody should have a bad word to say about it,” she stated. “I love it here.”

All of this coming from a very smart lady – a Holocaust survivor, who never gave up hope and made a new life for herself with my uncle David after losing her first husband and two children. She has been my mentor for a long time, and I am so proud of her attitude and positive outlook on life.

She was attending Café Europa every Friday at Baycrest, which she loved and I am sure that during her stay there, they will make sure that she gets down to this group if she is up to it. She is doing well considering her age, and believe me, if her heart holds up, she will be up and around again, using her walker.

Her brother, Leo Spellman, is 98 years young and when Auntie Chana was having her surgery, she asked the doctor at Mount Sinai to “do a good job” since she wants to be around for her brother's 100th birthday.

I am very impressed and you have done a phenomenal job – yasher koach to you and may you continue to go from strength to strength!

Sincerely,
Rose Cooper