

Baycrest Matters

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

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baycrest.org

Baycrest is fully affiliated with the University of Toronto.

Baycrest receives full accreditation status



It's now official. Baycrest has been awarded full accreditation status and been ranked among the top five per cent of all Canadian health-care organizations in patient safety and quality of care by Accreditation Canada, the nation's official and independent surveyor of health-care organizations.

During a recent on-site survey, we not only received Accreditation Canada's highest honour – full accreditation – but achieved 100 per cent of Accreditation Canada's required organizational practices (ROPs) and an exceptional 99.6 per cent of the 1,400 designated accreditation standards which distinguishes Baycrest as unique in the field of aging and in the health-care sector in general.

"Accreditation is about caring for other human beings in a safe and compassionate environment," said Wendy Nicklin, president and CEO of Accreditation Canada. "The success with accreditation at Baycrest shows a remarkable commitment of the leadership and staff to ongoing quality improvement."

Historically, only about 20 per cent of the more than 1,000 health-care organizations surveyed in Canada receive full accreditation during their on-site visit, putting Baycrest amongst an elite, national group of hospitals, regional health authorities, community-based programs and services, long-term care facilities, home care organizations

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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.

Leading infection control practice makes hospitals safer for seniors



**BAYCREST LEADING PRACTICES
PUTTING SAFETY FIRST**

Drug-resistant bacteria pose a high risk for seniors. We use antiseptic cloths designed for easy patient bathing, reducing infections and making our hospital safer for our most vulnerable clients.

Bacteria resistant to antibiotics – like methicillin resistant *Staphylococcus aureus* (MRSA) – have become a patient safety concern for health-care organizations around the world. In Canadian hospitals, the prevalence of MRSA has increased 17-fold within the past 15 years.

Accepting that drug-resistant bacteria are a reality of modern life, hospitals have turned to infection prevention and control practices as a way to reduce their impact on patient safety and health. Two years ago, Baycrest introduced disposable, antiseptic cloths containing two per cent chlorhexidine gluconate (CHG) to bathe patients daily. Previous studies had shown bathing with CHG cloths reduced MRSA infection in patients undergoing surgery, but the technique hadn't yet been tested for reduction of MRSA transmission in geriatric settings, where patients have a significantly longer length of stay.

The result was promising: a reduction of 89 per cent in the incidence of MRSA transmission.

“Proper hand hygiene is still the most effective way to prevent the spread of disease,” says Heather Candon, an infection control practitioner at Baycrest. “But in cases where bacteria pose a very high risk to our patients

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Baycrest

Next Generation Baycrest

Information session for staff

Topic: **Education at Baycrest**

Learn about:

- The role of the **Centre for Education and Knowledge Exchange in Aging**
- Resources available to you
- Education initiatives

Wednesday, August 10th

11:00 a.m. to 12:00 p.m.

in Classroom ABC (Floor 2 - Hospital)

Presenters:

Dr. David Conn, vice-president, Education

Faith Boutcher, director, Academic Education

*This session will be offered again
on Tues. September 27th from 1:30 - 2:30 p.m.*

Baycrest's launches "mini" medical school for the public



▲ Graduates of the inaugural Insights into Aging 101 session

Faced with a daily barrage of confusing — sometimes conflicting — health information, what is a consumer to do?

One novel solution was chosen by close to 40 members of the community who recently took a crash course at Baycrest in how to maintain good health, make sense of the system, and better manage chronic conditions. The group was the first to sign up for Insights into Aging 101, a “mini” medical school for lay people which launched in May, 2011.



Presented by the Centre for Education and Knowledge Exchange in Aging, in partnership with Public Affairs and Stakeholder Relations, the program is designed to strengthen and grow consumer education at Baycrest, a key goal of the new Education Strategic Plan (2011-2016).

With world-renowned leaders in the field of geriatrics and aging, Baycrest is a leading contributor to best practices in caring for older adults and in optimizing their health and well-being. Insights into Aging 101 is an opportunity for interested lay people and health-care experts to meet, and for Baycrest to share its knowledge and expertise with the broader community.

Program participants pay a fee for the program, which comprises a series of two-hour classes delivered over five weeks. Topics include advice on how to age successfully; navigate the health-care system; deal with pain; prevent falls; care for an ill

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New director setting high standards for centres of excellence



▲
 “Baycrest’s culture is like no other. Everyone has been so incredibly warm and welcoming. You can feel it as you’re walking in the halls,” says Vivian Demian.

Vivian Demian, executive director of the Centres of Excellence in Mental Health, Memory Loss and Neurotherapeutics, wants the centres to become world-renowned for expertise in their respective fields. No small achievement, but Demian is excited about the centres’ future and has no doubt they will be a success because of the talent within their walls.

“There are so many great people and things happening at Baycrest,” she says. “The centres have the very real potential to become the global go-to places for best practices, innovative ideas and exemplary research.”

Having recently celebrated her first month on the job, Demian’s day-to-day goals remain focused on growing

her understanding of our culture, programs, client and community needs, and, most importantly, the staff and physicians’ vision of the centres and how they want to develop them.

“We’ll need to figure out collectively how to advance the centres so that they will be known for the highest standards of care in geriatric mental health, memory loss and neurotherapeutics, while providing exceptional patient-centred care, pioneering breakthrough research and training the health-care professionals of tomorrow,” she says.

If you’d like to contact Demian, her office is in the Nursing Administration Wing or call her at ext. 2105.

Department name change better reflects Next Generation strategy

The Department of Culture & Heritage has been renamed the Department of Culture, Arts & Innovation. “Each of the words in this new name reflects an important component of who we are: the commitment to our Jewish cultural roots while supporting an inclusive and culturally diverse community of clients, staff and volunteers; our mandate to grow and develop the professional and therapeutic arts at Baycrest; and our focus on exploring the innovative opportunities and next practices of the future,” says director Bianca Stern.

Comprised of the Jewish Heritage Museum, Creative Arts Studio, Music Therapy, Art and Design, Jewish Cultural and Spiritual Programming, and the Professional Arts, the departmental portfolio has expanded to include the Innovation, Technology & Design (ITD) Lab, part of Baycrest’s new Innovation Engine).

The newly-named department supports an integrated, interprofessional approach that innovates in all areas, including client programming, to enhance life engagement and health and well-being, intergenerational

activities, educational opportunities, and design and development work. Partnerships with such organizations as the Ontario College of Art and Design and the Royal Conservatory have introduced an added dimension to cultural and spiritual and arts-based programs as well as offered opportunities for designers and artists to participate in the ITD Lab projects, Stern explains.

The ITD Lab blends art and science to work with the clinical programs, clients, families, external partners, and a diverse group of health-care and non-health-care disciplines to explore the aging experience, incubating breakthrough ideas for future commercialization and system-wide dissemination.

“The Department of Culture, Arts & Innovation is ready to take an active and creative role in Baycrest’s Next Generation strategy,” says Stern.

For more information about the programs listed above, contact the department at ext. 2705.

HOT ENOUGH FOR YOU?

Milt and Jean Goldstein of the Terraces of Baycrest shared their memories of the 1936 Toronto heat wave with Global News reporter Jennifer Palisoc on July 21 – one of the hottest days on record.



Members of Parliament visit Baycrest

Baycrest welcomed three Members of Parliament on July 11th and 12th. Joe Oliver, MP for Eglinton-Lawrence and Minister of Natural Resources; Alice Wong, MP for Richmond, B.C. and Minister of State (Seniors); and Peter Kent,

MP for Thornhill and Minister of the Environment spent some time speaking with Baycrest staff and touring various areas, including 3 East and West, GATU, Palliative Care and the day programs.



From left: Joe Oliver, Alice Wong and Bill Reichman, president and CEO, Baycrest.



Peter Kent with (from left) Faith Malach, director, Community Day Centre for Seniors; Linda Jackson, executive director, Residential and Aging in Place Program; and Fran Kleiner, social worker in the Day Centre for Seniors Parkland Oceanside Club.

Baycrest receives full accreditation status

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and mental health facilities, says Bill Reichman, president and CEO.

During our on-site survey, from June 26 to 29, Baycrest not only met all its ROPs, but out of the 1,400 standards the surveyors measured us against, only five were considered unmet. “That is truly extraordinary and shows amazing progress since our 2008 accreditation survey, when we had 40 unmet criteria out of significantly less total standards, 1043,” says Reichman.

The surveyors specifically note in their report that, “Based on conversations within and outside the

organization, there is a strong sense that there has been a tangible change at Baycrest, in a positive direction, over the past three years. In summary, Baycrest Centre for Geriatric Care is commended for its excellent leadership in the areas of care, research and education in caring for the aging population.”

You can view the entire final report from Accreditation Canada on the accreditation section of the intranet.

Construction at Khedive and Apotex 8 entrances

On July 27 construction began near the Khedive and Apotex 8 entrances. This is to allow for the replacement of boilers and chillers, which is part of Baycrest’s Energy Management Project.

To accommodate the construction, the sidewalk between the two entrances will be narrowed. The driveway between the entrances will remain accessible, except for short periods when it will be closed for equipment drop off and other construction requirements.

The Khedive door will remain open during the construction. The Apotex 8 doors may still be used to take clients across to the parkette — however, on some days there may be considerable construction activity, noise, and dust near this entrance.

Detailed information and daily updates will be posted on the intranet. Information will also be posted at the main doors, on the Family & Visitor page of baycrest.org, on hotlines, and in other communication vehicles including Baycrest Matters.

Leading practices ...continued from page 2

and residents, we look at additional ways to curb transmission.”

The use of antiseptic CHG cloths at Baycrest began as a pilot study in the Acute Care Transition Unit, a unit dedicated to patients with complex sub-acute and chronic conditions that require urgent medical care. Acutely ill patients are particularly susceptible to getting MRSA and have a greater chance of contracting a hard-to-treat infection.

“Our finding is particularly important for hospitalized seniors,” says Chingiz Amirov, director of Infection Prevention and Control at Baycrest. “More than 80 per cent of MRSA infections are picked up in health-care facilities, and seniors are amongst the most likely to be affected. We’ve provided a simple and effective solution that could have a major impact

on the quality of care in hospitals across Canada.”

Others are taking notice. Accreditation Canada – the country’s most trusted, independent surveyor of patient safety and quality of care – recently designated Baycrest’s use of antiseptic CHG cloths for daily patient bathing as a leading practice. Leading practices set the bar for excellence in a health-care field, or contribute to the overall betterment of health care in Canada.

“Identifying immediate and practical solutions to limit MRSA transmission in the most vulnerable patient populations will help reverse the trend towards increased drug-resistance,” says Candon. “It will ultimately be the key to keeping our hospitals and long-term care facilities safe for seniors.”

Accreditation Canada recognizes Baycrest leading practices

As part of the accreditation process, we submitted 11 Baycrest leading practices to Accreditation Canada to showcase some of the innovative things our organization is doing to positively impact our clients and their families.

We’re proud to report that three Baycrest leading practices have been designated by Accreditation Canada as national leading practices - examples of high quality leadership and service delivery that show creativity and innovation, efficiency, and a potential for adaptation by other organizations.

These include:

- Baycrest caregiver services
- Emergency Department avoidance through Baycrest’s Acute Care Transition Unit
- Reduction of methicillin-resistant Staphylococcus aureus (MRSA) transmission through the use of antiseptic two per cent chlorhexidine gluconate cloths for daily patient bathing

Accreditation Canada leading practices are promoted to the national health-care community. Look for more information about Baycrest leading practices every two weeks in the Water Cooler and Baycrest Matters.

Announcements

You're invited to the launch of **Baycrest's Centre for Education and Knowledge Exchange in Aging** on Wednesday, September 14, 9 a.m. to 4 p.m. in the Winter Garden and Loftus Hall. For information, contact Paula Ferreira, conference co-ordinator, at ext. 2363.

Farewell to **Parveen Mithra**, who has resigned from her position as grants co-ordinator, financial analyst, Research. Her last day will be July 28.

"Mini" medical school for the public

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family member; and understand the causes and risks of cognitive impairment. At each class, two Baycrest experts discuss the topic of the evening. Speakers represent a wide variety of specialty areas, including geriatric and family medicine, psychiatry, neurology, ethics, social work and pharmacy.

"The concept of a mini medical school for the general public was initially developed at the University of Colorado and has been replicated around the globe," says vice-president of Education, Dr. David Conn. "We are very excited to offer this program, which is designed to focus specifically on issues related to the challenges of aging,"

A professional interest in these challenges was what prompted Vivian Kaszas to take the classes. Kaszas is currently interning at Baycrest as a therapeutic recreationist. "I found the course very informative,

with lots of opportunity for questions," she says. "As someone just entering the field and still learning, I was interested in hearing the perspective of other health professionals, and I also wanted to know about current research at Baycrest."

Another participant, human resources consultant Lynn Goodayle, said the time she devoted to the course was well spent. "The information presented ... provided me with the awareness of various topics I didn't know anything about prior to the course, suggestions in dealing with issues, and a better understanding in which to ask more informed questions in the future."

The next Insights into Aging 101 sessions are scheduled for November. For more information, contact Fran Cossever, manager of Consumer Education and Information, at 3195 or fcossever@baycrest.org.

Your connection to Baycrest experts

Stay up to date on all our latest news by following us on Twitter and reading our experts' blogs.

The latest posting has clinical dietitian Deborah Martinussen weighing in on the growing popularity of pocket-sized energy drinks for seniors. Go to twitter.com/baycrest and baycrest.org/experts