Baycrest has been selected as a Best Practice Spotlight Organization (BSPO) candidate by the Registered Nurses’ Association of Ontario (RNAO) for 2012-15.

“This is fantastic news for Baycrest and our clients, and wonderful recognition of the hard work our nurses continue to do,” says Karima Veji, vice-president, Clinical and Residential Programs, and chief nursing executive. “The designation will help us make an even stronger impact on patient care because we will be enhancing our evidence-based practice through the implementation and evaluation of internationally-recognized best practice guidelines.”

The best practice guidelines that Baycrest will be implementing are ones that have been previously identified as clinical areas of ongoing quality improvement especially important in a geriatric population:

1. Prevention of falls and fall injuries in the older adult
2. Assessment and management of stages I to IV pressure ulcers
3. Screening for delirium, dementia and depression in older adults
4. Caregiving strategies for older adults with delirium, dementia and depression
5. Promoting continence using prompted voiding
6. Assessment and management of pain.

...continued on page 9

BPSO lead Lillibeth Jones-Lim (left), advanced practice nurse, Rehabilitation, along with co-sponsor Anne Marie Shin (right), Mary Lou Ip, Suman Iqbal, Karima Velji and Fay Lim-Lambie will be leading the implementation and evaluation of the RNAO’s best practice guidelines at Baycrest.
Enhancing our supply chain

How organizing our supply rooms resulted in more time to care

When Esther Biney, registered practical nurse on Apotex 2, needs a glucometer strip, she goes to the common supply room serving all three pods on Apotex 2, retrieves it in a matter of seconds and returns to her client. Simple and straightforward, right? With the recent completion of an initiative to improve supply chain and reorganize our supply rooms, easily finding and retrieving any clinical supply, such as dressing trays, needles or briefs, is now an easy affair.

“It used to take a long time to get the supplies we needed because the storage room was disorganized and supplies would be in hard-to-reach places,” says Biney. “If I couldn’t find something in our supply room, I’d have to go to another pod and ask if they had what I was looking for.”

This type of feedback from staff is what triggered an organization-wide initiative to look at the way we manage our clinical supplies and how we could make improvements to our supply chain. “With the help and leadership of Terry Shurland at Shared Services West, we implemented a process to replenish our supply rooms; a way to measure inventory and establish quotas so that we wouldn’t be caught in a situation where supplies had run out; and organize the rooms so that supplies could easily be found and accessed,” says Suman Iqbal, director of Care, Apotex.

The new system gives Biney and other staff quick and easy access to the most vital supplies; they’re not wasting valuable time searching around the supply room. “The new system is really good and saves us a lot of time,” says Biney. “We only take what we need, and if we’re running low of something, we know what to do so we don’t run out.”

The re-organization project has been completed in all applicable areas of the Apotex and hospital. As a result of the new system, supply has improved and there has been a decrease in operational costs.

Esther Biney, RPN, Apotex 2, explains that all clinical supplies in the supply room are now labelled to ensure easy retrieval, and minimum and maximum numbers ensure staff know how much to keep on hand.
Baycrest’s ITD lab open for business – new ideas and fresh thinking welcome!

On February 29, Baycrest commemorated the opening of our new Innovation, Technology and Design (ITD) lab with an open house for staff and external partners, including representatives from the Ontario Centres of Excellence, University of Toronto Research and Innovation, and from the Ministry of Economic Development and Innovation. Open house guests had the chance to preview a number of exciting initiatives aimed at providing solutions to the challenges facing the health system and an aging population, including the following:

---

Examining the use of avatars (like in the picture above) to enhance the well-being of frail, aging clients is another project underway in the lab. Baycrest is working with an industry partner to explore virtual reality applications that would provide recreational and social support for home-bound, isolated seniors and caregivers, and be used for staff training and education. For example, senior clients with limited mobility could participate in activities they enjoy, such as going dancing or walking in the park, via an avatar that represents them in the virtual world.

---

Working with an industry partner, Baycrest is exploring the development of assisted living and tele-presence robots – see “Archie” above – to help seniors at home or in long-term care environments as well as their families and caregivers. The technology would enable a caregiver to maintain visual and verbal communication and monitoring of their frail family member at a distance from their work or home computer. The robot’s iPad head provides two-way visual communication, so both parties can see and talk to each other. A small mirror-like camera mounted on the robot’s pedestal body captures a 360-degree view of the room it is in.

---

Got a great idea to improve the aging experience?

Want a chance to brainstorm solutions with others? The ITD Lab welcomes you every Wednesday morning, starting March 21, for a unique idea exchange opportunity. Come down to the lab for coffee and a chance to share your insights and imagine the possibilities.

Where: the ITD Lab, Room BC07 in the hospital basement

When: Every Wednesday morning, 9 to 10 a.m.

For more information about the ITD lab and its projects, contact Laurent Moreno, manager, Innovation, Technology and Design Lab, at ext. 5834.
Teaching and learning opportunities abound at Baycrest and education is a part of everything we do. It happens when a staff member asks a colleague how to do a routine task more efficiently and effectively; when a nurse precepts a student; when a professional practice staff teaches a course at the University of Toronto; and when one of our experts goes to speak or present at a conference.

“With every interaction, we are expanding our knowledge and achieving our strategic focus of integrating care, research and education into the fabric of our organization,” says Dr. David Conn, vice-president, Education. “The work we are doing is a crucial step towards advancing the quality of our educational endeavours and developing innovative and novel approaches to teaching at all levels.”

To help promote and strengthen our educational activities and ensure our position as a leading academic health sciences centre focused on transforming the aging experience, our Centre for Education and Knowledge Exchange in Aging has been hard at work on some new initiatives, including the following:

1. **Construction of our new Baycrest Student Centre**
   The Baycrest Student Centre, to be located on the main floor by the Brain Health Complex entrance, will help us achieve our goal to become a destination of choice for those students and trainees seeking a clinical placement in geriatrics and healthy aging. Based on feedback from previous students, the new space will include a reception area, open concept work stations, common seating areas, access to phones and computers, conference rooms, lockers and a change room. A student centre will promote collaboration among all health professional students, supporting our strategy for interprofessional education and care. The centre is expected to be open in April.

2. **Conducting a survey to find out more about our educators’ learning needs** “One of the ways we are working to support ongoing professional development and continuing education of our staff is to promote faculty development activities that strengthen teaching skills and capacity across Baycrest,” says Faith Boutcher, director, Academic Education.

   “We are planning, in collaboration with the Centre for Faculty Development [a partnership between St. Michael’s Hospital and the Faculty of Medicine at the University of Toronto], to develop workshops for clinical teaching staff, designed to enhance their teaching skills. Our teaching staff tells us their challenge is time and accessibility, so these workshops will be offered on-site at flexible times so they are accessible to everyone.”

   The survey was completed in mid-February and the results will help inform the content of the on-site workshops. Workshops are planned for April and May.

3. **Creating an interprofessional education and care (IPE/C) clinical toolkit**
   Although IPE/C training is not new, there has been very little work in this area specific to the geriatric clinical setting. The interprofessional education and care (IPE/C) toolkit is designed to be an easy-to-use resource to help team members and students learn and practice the concepts of IPE and IPC and is part of a research study led by Dr. David Conn, entitled *Promoting interprofessional education and care (IPE/C): Development and implementation of an IPE/C toolkit for health professionals at Baycrest.*

   “IPE is an opportunity for two or more professions to learn with, from and about, each other to improve collaboration and the quality
Education at Baycrest  ...continued from page 4

of delivered care. We hope the toolkit will be a springboard for integrating IPE/C into practice at Baycrest, and perhaps become a resource for other organizations embarking on such work,” says Boutcher.

Workshops are being held in March and April for clinical teams from the five programs to participate and share their feedback on the utility and effectiveness of the toolkit. The toolkit will be available, in both electronic and hard copy format, by May.

4. Developing new programming for tele-education global outreach

A strategic focus for the year is the advancement of geriatric education locally and globally and one way we will be doing that is through the expansion of our tele-education programs. Baycrest hosts a number of provincial, national and international educational programs each year and we are an emerging hub for global tele-education in aging, collaborating with close to 50 institutions around the world. In addition, we’ve started two new programs:

- **Geriatric mental health videoconference education series**
  There has been a gap in being able to share knowledge about geriatric mental health across the province via videoconferencing. Baycrest is meeting that need by providing a venue that allows us to collaborate and share with health-care teams across Ontario – especially remote areas that have limited or no access to mental health specialists – with this new videoconference education series. The next sessions will be held on April 20 and May 11.

- **City-wide geriatric nursing rounds**
  With the goal of creating a network of clinicians focused on the advancement of gerontological nursing, these rounds bring together advanced practice nurses, clinical nurse specialists and geriatric emergency nurses from across the GTA. These rounds are held every other month and are broadcast from Baycrest.

---

Thank you Baycrest staff!

Dennis and Sonia Quai, son and daughter of a Baycrest patient, recently sent in this note of thanks to the 6 West team:

I just want to take a moment of your time. My mother, Alcea Quai, was in the palliative care unit at Baycrest when she passed away. I just want to say that the palliative care team you have is second to none. They are compassionate, professional and courteous, always going the extra mile for the patients and their families with whatever they required.

The team has a tough job to do, day in and day out, so I just want to say thank you 10 times over. Please let the team know what a great job they do. Once again, thank you from the son and daughter of Alcea Quai.
Sign up for next session of Insights into Aging 101

The next session of Baycrest’s “mini medical school,” Insights into Aging 101, will start on May 1. The course is designed for members of the general public interested in caring for older patients and optimizing their health and well-being.

Participants pay a fee for the program, a series of two-hour classes delivered over five weeks. Topics include: advice on how to age successfully; navigating the health-care system; dealing with pain; preventing falls; caring for an ill family member; and understanding the causes and risks of cognitive impairment.

For more information and to register, visit www.baycrest.org/insights or call 416-785-2500 ext. 2363.

Seniors and students learn about personal histories through art

Throughout February, members of the Parkland and Oceanside clubs of the Community Day Centre for Seniors worked in creative collaboration with Grade 9 art students from Westmount Collegiate Institute on an intergenerational heritage art project.

“We wanted to bring our seniors and high school students together so that they could learn from and about each other through art,” says Fran Kleiner, senior social worker, Community Day Centre for Seniors. “In small groups, they worked on an art project, creating linkages between the generations and to celebrate the unique histories of all participants.”

Eight Day Centre members were paired with two students and each person designed a panel to create a multimedia triptych, a three-panelled display. Although, not all installations were three-panelled – senior Simon Goldenthal and student Jack Kane created a two-panelled piece, while another had five panels, the result of the Russian-speaking Day Centre members and students working together. “It started as a simple idea and it just blossomed into an enriching experience for our seniors and the students,” says Andrea Savoie, therapeutic recreationist.

The culmination of their collaborative efforts was an intergenerational art exhibit on March 5, on display in the Parkland and Oceanside clubs for members and staff to enjoy until the end of May. If you are interested in dropping by, contact Ella Segal at ext. 2108.

Community Day Centre for Seniors member and artist Pearl Granville shares photos and cherished memorabilia about her life with her art partners, Stephanie Herman (left), Lexi Mechali and Jodi Schneider (right). “I really enjoyed working with the young students. I learned a lot from them,” says Granville. “The girls taught me about new materials and different paints that weren’t available when I was younger.”
WA Café renovating to serve you better

As part of ongoing efforts to enhance customer service, the WA Café will undergo renovations from March 26 to April 19 and will be closed during this time. This includes the period it would normally be closed for Passover; this year, from April 6 to 14. The seating area beside the WA Café will remain open.

“We’re always trying to provide the highest quality service to our customers, so we’re going to be closed for a short time while we work on making the WA Café even better,” says Christine Lalonde, manager of Retail Food. “I’m excited about the improvements we’ll be making and know that they’ll be worth the wait!”

After the grand re-opening on April 20, customers can look forward to the following:

**Tastier, healthier and greater food choices**
- “Grab and go” – ready-made salads and sandwiches made fresh daily
- Panini sandwiches
- Daily feature pizza from Tov-li
- Feature hot entree
- Specialty drink options at Second Cup
- Dessert area that includes new pastries, cakes and sweets

**Enhanced services**
- Extended hours of operation of 7:30 a.m. to 6:30 p.m.
- Option to use debit and gift cards

During renovations, customers are encouraged to visit the cafeteria to purchase their drinks and meals. Please note, however, the cafeteria will be closed on April 1 and 2 to prepare for Passover cleaning.

For more information, contact Lalonde at ext. 2384

Music Therapy Week

Reaping the therapeutic benefits of music

This year, Music Therapy Week is being celebrated from March 19 to 23. The theme is *Singing for your health*. You’re invited to visit the information booth outside the cafeteria March 19 to 21 to learn more about how music enriches the quality of life of our clients; about the research study underway at Baycrest, called *Buddy’s Glee Club: singing for health and wellness*; and write a note about how music has touched or inspired you to add to a collage that will be created. You will also have the chance to enter a free draw for a new relaxation CD developed by Dr. Amy Clements-Cortes, senior music therapist and practice advisor.

**Sing-alongs and piano performances**
March 19, 11 a.m. to 3:30 p.m., Winter Garden Court
Everyone is invited to participate in making music in the Winter Garden Court. Join in the sing-alongs and listen to piano performances by Baycrest staff.
Apotex residents display their artwork at creative expression exhibit

Bette Risen (back), Apotex resident, shows off her artwork to fellow resident and “art admirer,” Anita Davidson, at the February 24 residents’ Creative Expression Exhibit on Apotex 2. Since moving to Baycrest three years ago, Risen has been painting and silk-screening at the Donald and Elaine Rafelman Creative Arts Studio four days a week. The exhibit featured various works by the residents, including ceramics, crochet, poetry, even a decorated ostrich egg! “The goal of the exhibit was to create an atmosphere where residents could take pride in their work and accomplishments, increase self-worth and showcase what they have done in their past as well as the present,” says Mara Swartz, recreation therapist.

World TB Day

World TB Day is held every year on March 24 to raise awareness about the global epidemic of tuberculosis (TB) and efforts to eliminate the disease. One-third of the world’s population is currently infected with TB. The Stop TB Partnership, a network of organizations and countries fighting TB, organizes TB Day to highlight the scope of the disease and how to prevent and cure it.

On Friday, March 23, visit the information display that will be set up in front of the cafeteria.

Infection Prevention and Control and Occupational Health and Safety staff will be on hand to answer all your questions about TB and TB skin testing.

The annual event on 24 March marks the day in 1882 when Dr. Robert Koch detected the cause of tuberculosis, the TB bacillus. This was a first step towards diagnosing and curing tuberculosis. The World Health Organization is working to cut TB prevalence rates and deaths by half by 2015.

Staff needed for memory research questionnaire

Baycrest researchers are looking for staff members to take part in a study about your memory of the Mask Fit Test. If you are 18 years of age or older, and have undergone the mask fit test within the past two years, you are the perfect candidate!

The study involves a 45- to 60-minute online questionnaire (www.surveymonkey.com/s/maskfitmemorytest) that you can complete at your convenience. The questionnaire is also available in hard copy, which can be obtained from the Research Division Participant co-ordinator in Room 820, Brain Health Complex. As a thank you for your time, you will receive an Amazon.ca gift card.

Questions? Contact Michael Armson, co-investigator, RRI, at michael.armson@utoronto.ca
Baycrest receives more recognition for our achievements

The first two guidelines will be implemented across the organization while the rest will be trialed on pilot units before organization-wide implementation.

What is a best practice spotlight organization (BPSO)?
BPSOs are health-care and academic organizations recruited once every three years by the RNAO through an application process to implement and evaluate the RNAO’s best practice guidelines. During our partnership with RNAO for the next three years, we will be implementing the guidelines listed above, and provide nurses with the latest research evidence in patient care. After the three-year mark, Baycrest may “graduate” to become a BPSO designate as we focus on sustaining the outcomes achieved during our candidacy period and continue our commitment to implementing, evaluating and disseminating the nursing best practice guidelines.

Since its commencement, several research projects designed to investigate the effects of guideline implementation on patient care and client outcomes have been conducted by teams of experienced researchers. Each study has proven the positive outcomes related to improving client care and patient outcomes associated with best practice guideline implementation. As of April this year, there will be 65 BPSO health-care organizations in Ontario, two in Quebec and 14 sites internationally with many others to be launched.

What are the benefits?
“In addition to improving patient outcomes, the initiative will help Baycrest meet our strategic areas of focus as well as raise the profile of nurses as knowledge professionals,” says Anne-Marie Shin, director, Nursing. “It is a great opportunity for us to transform nursing practice, for our nurses to participate in research studies, and to influence various aspects of best practice guideline development for the global nursing community.”

Additional benefits to participating in the BPSO initiative include being able to streamline services, enhance care delivery, share knowledge with our community partners, and develop opportunities to support nurses and the interdisciplinary team in the translation of knowledge.

Next steps
During the 2012-15 candidacy period, Baycrest will establish a BPSO committee structure and will work with an RNAO BPSO coach and a BPSO designate mentor organization. Baycrest will collect and monitor data on indicators of quality that are related to practice, client outcomes, and implement organizational processes that relate to the clinical guidelines selected.

“We want to strengthen our capacity and provide a seamless approach in which to integrate evidence-based practice into the fabric of our organization, so the BPSO initiative will leverage and be aligned with our Behavioral Support Ontario (BSO) and Centre for Learning, Research Innovation in Long-Term Care strategies,” says Velji.

Baycrest will be attending a formal launch of the new Best Practice Spotlight Organizations in early April.
Baycrest knitters bringing joy to children locally and around the world

Mountainview Club member Judy Fox is part of a Thursday morning knitting and crocheting club that is working to create “peace pals” – knit dolls for children around the world. The “pals” are donated to children living in communities of global conflict through a non-profit organization called women4women-knitting4peace.

Sarita Frasko (left), a volunteer with the Seniors Support Program, makes weekly phone calls to Erica Nirenberg. It was Frasko’s suggestion to Nirenberg that she might enjoy knitting blankets for Project Linus, a volunteer non-profit organization where volunteers hand craft blankets and afghans for children who are seriously ill, traumatized or otherwise in need. Nirenberg took on the assignment and recruited a group of keen knitters. The knitting team has made over 300 “blankies” for young patients at The Hospital for Sick Children.

To volunteer with the Seniors Support Program once a week, or to register to receive a friendly phone call or email once a week from a volunteer, contact Lesley Patterson, program co-ordinator, at 416-785-2500, ext. 2247.

Passover food drive

Passover begins on the sunset of April 6 and continues to April 13. Kosher for Passover food can be expensive and an impossible cost for many Passover food drive recipients, including individuals living in poverty, new immigrants in need and the disabled.

Until March 21, the National Council of Jewish Women will be setting up a collection box outside the cafeteria. Your donations will help provide many of the essential items of Passover to those in need.

Items most needed:
- matzos, matzo meal
- gefilte fish, tuna fish
- tea, grape juice
- canned fruit, apple sauce
- jam
- canned vegetables
- boxed soup
- Passover crackers, macaroons, cookies

Please ensure that all donated items are marked “Kosher for Passover 2012”. For more information, contact Gaynor Leigh, at ext. 5184.