Every voice counts on the employee engagement pulse survey

Starting November 19, all Baycrest employees and physicians have been invited to complete the employee engagement pulse survey and help continue to make Baycrest a great place to work.

This year and in alternating years going forward, the survey will be an Employee Engagement Pulse Survey. This is a shorter 10-minute survey focusing on key questions to monitor our progress towards becoming a workplace of choice.

“We are committed to being a workplace of choice and by completing the survey, our employees are having their say in how we get there,” says Joni Kent, vice president, Strategy and Chief Human Resources Officer.

How to complete the anonymous survey:

Online: Visit the intranet and click the link to the survey at the top of the home page. Enter your email in the field. A username and password and instructions on how to fill out the survey will be sent immediately to your email. The randomly generated username and password cannot be linked to your email, ensuring anonymity.

Online with a login access sheet: If you would like to complete the survey online without providing an email address, pick up a login access sheet outside the cafeteria or in the second floor lunch room. Follow the instructions on the sheet to complete the survey.

Online drop-in sessions in the computer training room: Visit the intranet to find drop-in times available to complete the survey. Your manager may also have a specific time for members of your team to drop in.

Paper: For those without access to a computer, paper copies of the survey can be completed and submitted in one of the drop boxes at the Bathurst Street security desk, Apotex information booth, outside the cafeteria or in the second floor staff lunchroom.

All staff who complete the survey will receive a voucher for a free coffee or tea from the W.A. Café. For more information, contact Joel Borgida, specialist, Organizational Effectiveness at ext. 2358 or at jborgida@baycrest.org.
Baycrest takes the lead on Seniors Quality Leap Initiative

Baycrest is leading a new initiative that aims to enhance the quality of life for seniors in long-term care not just here at Baycrest, but across North America.

Dr. Bill Reichman, Baycrest president and CEO, is the chair of the steering committee for the Seniors Quality Leap Initiative (SQLI), a collaborative project that is bringing together 13 leading providers of long-term care from across Canada and the United States to share knowledge, conduct research and work on common quality improvement projects.

“Working with fellow leaders in long-term care who share our commitment to continuous quality improvement will support us in our goal to provide the highest possible quality of care to our clients,” says Karima Velji, Baycrest chief operating officer and chief nursing executive, and chair of the SQLI working committee. “Through knowledge sharing we’ll be able to push performance results to exceptional levels across all our organizations and enhance the experience of our clients.”

The SQLI is focusing on performance in key areas identified as having a significant impact on the quality of life of seniors in long-term care. These include indicators such as the number of falls, challenging behaviours and the use of anti-psychotic medications. The indicators also include data collected from client and family surveys.

Along with the 13 member organizations, the SQLI initiative is partnering with several non-government organizations with expertise in quality and safety in the health-care industry. These partners are providing feedback on selecting and analyzing performance indicators, data sharing and developing a quality improvement framework.

So far, the member organizations and the partners have identified key performance measures and shared performance data on these measures to create a report card, which was presented in October at the SQLI’s second face-to-face meeting.

The report card will serve as a benchmark or standard against which participating organizations will be able to measure areas of relative strength or weakness and future progress.

In 2013, SQLI participants will embark on the next phase of the initiative. Each organization will work on common quality improvement projects targeting specific performance indicators.

“Ultimately success in this initiative will advance the long-term care field, and ensure that patient experience and quality of life are prioritized when it comes to quality improvement in long-term care,” says Velji.
New nurses participate in BPSO initiative

The Best Practice Spotlight Organization (BPSO) initiative is offering new learning opportunities for nurses in Baycrest’s Geriatric Internship program.

Geriatric nurse interns are new grads who work four days per week on the units and one day a week on special projects. Baycrest’s BPSO initiative gives the interns the opportunity to contribute to the process of translating latest evidence-based clinical knowledge into practice by joining BPSO working groups and focusing on a special project in areas like administration, policy, education or research under the guidance of a BPSO mentor.

“By joining the working groups and working as part of an interprofessional team, the interns will learn about the RNAO’s best practice guidelines and how they’re implemented in the clinical setting,” says Anne Marie Shin, director, Nursing. “This is an excellent opportunity for these nurses as they start their careers.”

Curcharel Amedee and Kazielle Santos started their internships at Baycrest in September. They were the first cohort of interns to get hands-on experience working on the implementation of a best practice guideline (BPG) in their chosen clinical area of focus.

Amedee chose to join the Prevention of Falls and Fall Injuries BPSO working group where she conducted an analysis of current practices and staff perceptions, and compared them to best practices to help in determining gaps and make recommendations on where the implementation of the BPG could make the most impact.

Santos chose the working group focusing on assessment and management of pressure ulcers. She worked to assess and make recommendations to current practices related to the assessment and selection of therapeutic mattresses.

Both Amedee and Santos say they learned a lot from their internship projects. “It was an excellent experience,” says Santos. “We learned a bit about best practice guidelines in school, but I gained a new understanding from getting the opportunity to work with these guidelines and find out how they are used in a real clinical setting.”
Interpreter service adds over-the-phone option

Baycrest’s in-person volunteer interpreter services help ensure that language is never a barrier to our patients receiving high-quality care.

Expanding on our in-person volunteer interpreter services, Baycrest now offers an over-the-phone interpreter (OPI) service in over 180 different languages, 24 hours a day, seven days a week. This program is used when an in-person volunteer interpreter is not available. OPI training for staff is being offered by the Quality, Safety and Best Practice team, and you may be asked by your supervisor to participate.

The in-person interpreter service provided by volunteers will now be administered through Quality, Safety and Best Practice. Staff should continue to use the Interpreter Request Form to request in-person interpreter services. The form is located on the intranet in the “Tools” section under “Forms.”

Volunteer Services will continue to recruit and train staff and volunteers who wish to become interpreters. If you’d like to participate in a training session, contact Raquel Heayn at ext. 2572 or at rheayn@baycrest.org.

If you have questions about submitting a request for a volunteer interpreter or accessing the new OPI service, contact Michelle Fung at ext. 2714 or at mfung@baycrest.org.

Freeman Family Day Centre members visit the AGO

This fall, two groups of members of the Freeman Family Day Centre took an outing to the Art Gallery of Ontario (AGO) to participate in a special Art in the Moment tour designed by the AGO and the Alzheimer’s Society of Toronto for older adults with mild to moderate dementia.

The Freeman Family Day Centre serves seniors who live in the community and are physically frail, as well as seniors with mild cognitive impairments. The AGO program is intended to be adapted for the needs and strengths of the participants.

Andrea Savoie, creative arts specialist, Community Day Centre for Seniors, planned the trip to complement the popular Travels Through Art History art appreciation program she runs twice a week at the day centre.

Savoie says both the art tour and the day centre program encourage participants to explore the works of different artists, observe, describe and analyze works of art and reminisce about any memories they evoke.

“It’s a great way for our members to continue to engage with the arts,” she says.

Savoie says the AGO visits were well-received and she hopes to plan more trips in the future. Meanwhile, she’ll be incorporating works by artists the group saw at the gallery into the day centre program.
Training the injured brain

When we plan and organize our day-to-day life, we use the cognitive areas of the brain called executive functions. What happens if a brain injury or aging damages these functions?

This is where Dr. Deirdre Dawson, senior scientist at the Rotman Research Institute, and her multidisciplinary team of collaborators come in. Dr. Dawson’s research goal is to find out what we can do to promote better outcomes in day-to-day life following Acquired Brain Injury (ABI) and stroke, to answer the question from the point of view of a person with the brain injury: How can I do more of what I want to do?

Through in-depth interviews, Dr. Dawson’s team starts by finding out what is most meaningful to the person with ABI.

“A lot of cognitive rehabilitation focuses on training specific cognitive processes. Unfortunately this doesn’t always translate to improvements in the way people manage their everyday lives,” says Dawson. “We take a different approach by starting with everyday life goals and helping people come up with ways to achieve them.”

By refining, testing and intervention, people with ABI can compensate for the losses of executive functions.

“We have preliminary evidence showing that people not only improve in the plan we work on,” she says, “but also improve in areas we don’t work on.”

Dawson’s research is transforming rehabilitation by helping people with ABI move forward on a course of action they define as meaningful.

“My work is about people continuing to do meaningful things in the environments they love,” says Dawson. “I’m excited that people can accomplish things they couldn’t before we worked with them.”

Dr. Deirdre Dawson’s research is supported by grants through the Canadian Institutes of Health Research, Drummond Foundation, Ontario Neurotrauma Foundation, Ontario Research Coalition, and the Quebec Rehabilitation Research Network.

A message to staff from members of the Apotex Family Advisory Council

Members of the Apotex Family Advisory Council (FAC) have a message for staff who have chosen to get the flu shot this year: “Thank you.”

“We’re grateful to all staff who have decided to get vaccinated. Thank you for getting the flu shot to help save our loved ones’ lives,” says Mark Schlossberg, co-chair of the FAC. “Flu shots really do save lives, particularly in long-term care facilities like the Apotex where so many residents are frail and vulnerable.”

Showing their support for the staff influenza immunization campaign are FAC members (from left to right), Isabel Freeman, Marion Hershonan, Mark Schlossberg, Frances Kendal and Eric Sobel.
The Terraces greenhouse is providing fertile ground for young minds to flourish this fall. A group of sixth-grade students from the Toronto Heschel School is participating in a new intergenerational learning program and the greenhouse is their classroom.

In the first of three learning units spanning the full school year, each of the 13 students has been paired with a Terraces resident to work on poetry. Together the students and residents are writing poems about plants, learning about personification and bridging a significant generation gap.

“This is going to be an excellent intergenerational learning experience for both the students and the residents,” says Bianca Stern, director, Culture Arts and Innovation. “We’re very pleased to be partnering with the Toronto Heschel School as we have discovered a shared passion for the arts and for intergenerational wisdom transfer.”

Max Abrahams, one of the students, says he’s enjoying the poetry unit so far. “It’s really fun working with a partner, which I like doing at school too.” Abrahams says working with a senior partner does have an advantage though. “She’s taught me some new words,” he says, of his poetry partner Rose Weinberg.

Weinberg says the program has been a learning experience for her also. “I think I’m learning more from him than he is from me,” she says.

Listening to the voices of those we care for is one way to help us achieve excellence in the care and services we provide. Clients have different ways of providing us with feedback, and client satisfaction surveying is one of the important ways to do this.

Baycrest has contracted with NRC Picker, a highly regarded national research corporation, to conduct satisfaction surveying on our behalf. NRC Picker has worked with the Ontario Hospital Association and frequently conducts this type of survey within hospitals and health-care facilities across Ontario.

During the week of November 26, we will be conducting residential satisfaction surveying for clients in the Hospital, the Apotex and Terraces using the same process as we had in fall 2011. Staff from NRC Picker will be on the floors conducting one-on-one interviews with Apotex residents and Complex Continuing Care clients. In December, residents of the Terraces will have surveys delivered by NRC Picker while family members of Apotex, CCC and Terraces clients can expect to receive surveys by mail. Once completed, these surveys will be returned directly to NRC Picker.

Responses are strictly confidential – no individual will be identified – and participation is voluntary.
Evelyn Burns-Weinrib arrives at the staff and volunteer gym at 5:45 every morning for the first of her two 40-minute workouts of the day. Exercise is part of her daily routine and so is volunteering at Baycrest, so Burns-Weinrib makes good use of the gym located in the basement of the hospital. A retired teacher, Burns-Weinrib is a long-time volunteer who now spends seven days a week volunteering in many roles, including in the W.A. Café and on the palliative care unit of the hospital. At the Apotex she volunteers giving manicures, delivering lectures and mentoring families of new residents.

She credits her daily exercise routine with keeping her healthy and fit so she can maintain her bustling schedule. “Exercise is so important for physical and emotional health,” she says.

In addition to volunteering, Burns-Weinrib has also given to Baycrest as a philanthropist, supporting therapeutic recreation, volunteerism, the mood clinic and Shabbat services in the

Dr. Carol Greenwood, a senior scientist at the Rotman Research Institute and Canada’s leading professor of nutrition and brain health, has teamed up with Daphna Rabinovitch, an award-winning recipe developer and food writer, and Joanna Gryfe, a food and media expert, to create the world’s first science-based cookbook for the brain.

Available only as an e-book, Mindfull provides a 300-page feast of consumer-friendly information on the science of nutrition and brain health — that is, eating to promote a healthy brain. Celebrity Canadian chefs from coast to coast, including Michael Smith, Mark McEwan and Dale Mackay, as well as Laureen Harper, wife of Canadian Prime Minister Stephen Harper, contributed to the book’s 100 delicious recipes.

The e-cookbook is available as a $9.99 download from e-book retailers iTunes, Amazon and Kobo, and is coming soon on Google Play. Mindfull was conceived by Women of Baycrest volunteers, and supported by the Baycrest Foundation and Cogniciti. Proceeds from the sale of the e-book will support Baycrest programs and services that promote excellence and innovations in aging and brain health.

Evelyn Burns-Weinrib works out in the Baycrest staff and volunteer gym. Recently, Burns-Weinrib contributed a gift to the Baycrest Foundation which will fund several improvements and repairs to the facility and equipment.

Apotex. Her most recent gift will be used to freshen up the staff and volunteer gym that’s become such an important part of her day. “We’re fortunate at Baycrest to have a gym and I feel good when I see how much people enjoy it. I notice people from all departments using it. It’s a leveller and I wanted to do whatever I could to enhance it.”

The gym’s facelift includes a new paint job, recovering the torn vinyl on some of the equipment and replacing the carpeted area with tiles.

To find out more about the ways your gift can have meaningful impact, please contact the Baycrest Foundation by calling 416-785-2875 or email donations@baycrest.org.
Celebrate the holidays Classic Hollywood style

This year the Baycrest Holiday Party is taking you back to classic Hollywood. All staff are invited to join us for fun, food, prizes and entertainment as we celebrate the holidays on:

**Wednesday, December 12, 11:30 a.m. to 1:30 p.m. in the Winter Garden.**
(ID badge required for entry.)

Night shift staff will have the opportunity to enjoy a meal delivered to their units and departments.

**Food Drive**
Support Second Harvest by bringing a non-perishable food item or donation.

Staff announcements

A fond farewell and congratulations to Lori Radke, director, Events and Corporate Partnerships, Baycrest Foundation, who has accepted a new position with Parachute, a charitable organization dedicated to preventing injury and saving lives. We are indebted to Lori for her service and steadfast attention to Foundation affairs, and wish her well in this new and exciting endeavour. Her last day will be November 23.

Arts and crafts sales held in time for the holidays

Looking for gifts for the holidays? You’re in luck because Baycrest’s talented clients will be selling their arts and crafts, hand-made in our creative arts studios, this holiday season. There will be two separate arts and crafts sales offering one-of-a-kind items, including jewelry, ceramics and paintings. So be sure to drop by and pick up something special.

**The Community Day Centre for Seniors arts and crafts sale:** Thursday, November 29, 9:30 a.m. to 4 p.m., in front of the cafeteria.

**Terraces of Baycrest and Wagman Centre arts and crafts sale:** Wednesday, December 5 and Thursday, December 6, from 10:00 a.m. to 4:00 p.m., in front of the cafeteria.

All proceeds will go towards funding the Centres’ respective arts programs.

Winter months bring extended hours for Staff Library

Staff and students can now visit the Staff Library during its extended hours, Tuesdays and Thursdays, from 8 a.m. to 9 p.m. Library assistant, Martha Orr, will be on hand to assist with information retrieval in the evenings. The Staff Library can be found in room 2E06A in the Tobie Bekhor Wing, second floor, hospital.