Annual General Meeting spotlights successes and proud partnership

Staff, board members and stakeholders gathered in celebration of the 2012-2013 fiscal year’s successes on June 20 at the Baycrest and Baycrest Foundation Annual General Meeting. This year’s AGM theme, Built on dreams paid homage to our nearly century-long history and the ambitious community that brought Baycrest to life.

“Thinking ambitiously and turning dreams into reality is a legacy that we have inherited,” said Dr. Bill Reichman, Baycrest president and CEO, in an introduction to extraordinary staff members who had received awards for innovation and excellence in the past year. “With your willingness to dream again, we will become the iconic centre for seniors’ care,” Dr. Reichman said.

In the spirit of recognition, Garry Foster, chair of the Board of Directors took stock of the progress Baycrest has made towards achieving our mission of transforming the journey of aging. Champions for the Baycrest cause work within and alongside our organization, and this year, The Stephen W. Herbert Award for Excellence in Education honoured Dr. David Conn Conn, vice president, Education and Faith Boucher, director, Academic Education for their development, expansion and successful ventures of The Centre for Education and Knowledge Exchange in Aging.

The Chair’s Proud Partners Award recognized the Toronto Central Community Care Access Centre (CCAC) for its work with Baycrest in advancing innovative practices that support seniors to live in the community, transitioning to and from the Baycrest residential and clinical services when appropriate. The Behavioural Supports Program has seen the development of mobile teams that not only assists seniors and caregivers in the community but also enables long-term care homes to better support seniors in their care.

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Stacey Daub, CEO, Toronto Central CCAC, accepted the award and passed on a message that echoes many of Baycrest’s own values and approach towards achieving excellence:

“...For over 20 years, Elizabeth Kunz, a care coordinator from the Toronto Central CCAC, has worked with Baycrest staff to support patients and their families to explore community living options and to arrange home and community care services so that they can supportively age in their community.

Over a year ago, Baycrest and the Toronto Central CCAC met to talk about how they could take their partnership to new heights to serve their community together. While the Toronto Central CCAC and Baycrest had always worked closely, we decided to set a new bar – how could we move from working well with one another to building community-based, integrated care teams to support older adults and their caregivers? We decided to focus our efforts on integrating our services at the point of care. We started out by embedding the new behavioural support nurses from Baycrest into CCAC’s community teams. Working hand in hand, CCAC care coordinators and the Baycrest nurses are helping clients to remain at home and to ensure their caregivers are supported. We are also building community care teams, drawing on the strengths and resources from each organization, to provide wraparound care and support to elders who have some of the most complex health and social situations in our community. These wraparound care teams are anchored on building new bridges to, and supports for, primary care so that we can care for our clients together.

We have only just begun. Pushing our partnership to new levels is not always easy work. It requires us to build a whole new level of trust with one another and it means that we both need to be willing to think and work differently. The ultimate proof of the value of our partnership will be through the experience of our clients. Our desire is to have them experience our two organizations as serving them as one team, going the distance to support them to live and age in their communities.

The Toronto Central CCAC is exceptionally honoured to have received this amazing recognition of our working together to build our community. Thank you.”

To read more about the highlights of 2012-2013, visit the online version of our Annual Report at www.baycrest.org/annualreport

Celebrating our hard work at the annual Staff Recognition Barbecue

Baycrest staff and volunteers celebrated summer at the Staff Recognition Canada Day Barbecue. This year, the evening staff enjoyed the warm weather, sunshine and good food on June 26. Day staff got into the summer spirit at their barbecue on June 27. The annual event is organized by Organizational Effectiveness.

We’ve compiled a selection of photos from the events, continued on the back page.
Summer students build friendships and awareness

Baycrest’s campus will soon see a flurry of yellow t-shirts as our annual Summer Youth Volunteer Program began this year with an orientation on June 27. This year, over 200 high school and university students have been accepted into the program, which is just over 10 per cent more than in summer, 2012.

“Our summer program offers an especially well-rounded experience for students because the youth volunteer roster is so vast during this time,” says volunteer and Youth Council member Ruchie Shainhouse. “Students spend more time volunteering side-by-side in the summer, which benefits our clients’ relationships with students as well.”

The orientation consisted of ice-breaker activities for students to become acquainted, wheelchair training and sensory deprivation exercises, and mini skits by seniors from the Terraces Players performance group. The skits portrayed situations that pertain to youth volunteer experiences, taught client feelings and gave insight into how it feels to be part of a large organization.

Seniors, volunteers meet at the Seniors Support Tea

For 17 years, Fred Gold (left) has been a friendly voice on the other end of the phone for many seniors living in the community. Gold is a volunteer in the Seniors Support Program, which assists seniors and caregivers by connecting them with volunteers who keep in touch regularly on the phone or over email. On June 19 the annual Seniors Support Tea brought these volunteers and clients together for an afternoon of food, entertainment and good conversation.

Winnifred and Hewitt White were among the attendees at this year’s tea. Gold has been calling Mrs. White on a weekly basis for five years. “He’s really great,” she says. “Every time he calls he’s a comfort.”

Music and dancing mark Israel’s 65th anniversary

On the occasion of Israel’s 65th anniversary, the Musical Theatre Group at The Terraces of Baycrest and the exhilarating Nirkoda folk dancers presented a phenomenal and emotional pageant expressing love, concern and hope for Israel and its capital city – the united Jerusalem.

“We all felt that Israel’s anniversary is an important event and the message from our pageant rings true the whole year round,” says Yankle Gladstone, the group’s founder and director. The spirited and dedicated members of the group are all in their early to late nineties.
BPSO working groups share their progress

The Best Practice Spotlight Organization (BPSO) working groups initiative celebrated its first anniversary on June 26, with an exhibit showcasing the progress made so far in implementing six of the Registered Nursing Association of Ontario’s (RNAO) best practice guidelines on units across the campus.

The project, now entering its second of three years is already making a difference in enhancing quality of care on our campus. In welcoming remarks, Anne Marie Shin, executive director, Nursing and Quality and Safety, noted that since the project started, Baycrest has seen a 50 per cent reduction in the incidence of stage 2 or greater pressure ulcers.

In addition to the assessment and management of pressure ulcers, interprofessional working groups are driving the implementation of guidelines in the areas of falls prevention; promotion of continence; pain management; and screening for delirium, dementia and depression.

Representatives from the working groups were on hand for the event sharing their successes and providing updates on the next steps in their projects with attendees including staff members from across the organization. Also in attendance to mark the occasion were Mike Colle, MPP for Eglinton-Lawrence; Dr. Bill Reichman, president and CEO; Carol Anderson, vice president, Clinical Programs and chief Nursing executive; and Linda Jackson vice president, Residential Programs, Memory and Neurotherapeutics and Mental Health.

“It’s important to celebrate our success,” says Maria Nelson, a registered nurse on the Long Term Care Behavioural Support Outreach Team (LTC BSOT) and the Transitional Behavioural Support Unit (TBSU).

Nelson is part of the working group implementing the best practice guideline on screening for delirium, dementia and depression. The group has introduced screening tools on a pilot unit and strategies for managing delirium and depression.

“On our pilot units, we’ve already seen an increase in the ability of our clinical staff to identify changes in clients’ behaviours,” she says. The group will soon be making plans for educating staff on additional units on using the screening tools and the strategies for managing delirium and depression.

Interested in learning more about the progress of the working groups or getting involved in the BPSO initiative? Contact Amy Davignon at ext. 3298 or at adavignon@baycrest.org.

Brain Health Complex renovations commence

On July 1, construction of three floors in the Brain Health Complex began with the installation of hoarding in all affected areas. Included in the renovation are the third, fourth and fifth floors of the complex, which will be dedicated for use by the Research department, with a portion of the fifth floor dedicated to Psychology.

Construction will be largely confined to the three floors, however during some points in construction, sections of the Brain Health Complex’s second floor and the short-term parking area will be cordoned off for work. The renovation project’s completion is slated for late February, 2014. Notices of area closures will be sent at a later date.
Annual Recognition Awards

Admission process improved through interprofessional collaboration

This year’s Annual Recognition Awards celebrated achievements by staff in 2012. The awards are sponsored by Baycrest and the Anna and Frank Schipper endowment fund. In this, the fifth in our monthly series, we’re profiling the first of two groups of winners of the Advancing Interprofessional Collaboration Award.

“You only get one chance to make a good first impression.” That was the motto of one of the groups that won this year’s annual recognition award for advancing interprofessional collaboration. The group led the Apotex Admission Improvement Project to enhance the experience of clients and their families as they go through the process of moving in to the Apotex Centre, Jewish Home for the Aged.

“Our goal was to create a process so that all clients would have the same warm and welcoming experience from the time they are offered a bed until after they are moved in and settled,” says Lisa Marcovici, unit director, Apotex 2.

Marcovici and her fellow leads on the project, Christina Van Sickle, professional practice chief, Social Work; Tiffany Gerris, unit clerk, Apotex 2; and Janis Sternhill, coordinator, Volunteer Services, each led groups working on a particular aspect or stage of the admission process.

“Moving in to long-term care is such an emotionally significant time for residents and their families,” says Van Sickle. “We looked at the whole process in order to make the transition as smooth as possible for everyone.”

After consultations with clients, families, staff and volunteers, and testing and trialing improvements, the new process was put into place in September, 2012.

Changes include scheduling arrivals to ensure clients are greeted by a clinical team member; smoother coordination for moving in personal belongings; and the introduction of a new admission day meeting. This meeting allows the resident, family members and entire interprofessional team to talk about the resident’s daily routines and unique preferences — details that may not have come through in the admission application from the Community Care Access Centre (CCAC), but is vital to ensuring a smooth transition to the Apotex.

The process also added special support for families in the form of the Family Mentor Program, which introduces families of new residents to other families of residents who have been through the transition and have volunteered to offer support, advice and information. “The best people to offer support are often peers who have been through the same experience,” says Sternhill.

Gerris says the new process has made a big impact. “It’s really made a difference in helping our staff at every level, develop relationships with each new resident and their family members right from the beginning,” she says. “Having that good relationship makes the everyday work we do go more smoothly.”

According to Marcovici, this positive first impression also gives families peace of mind. “I knew we had achieved our goal when a gentleman who had completed an admission day meeting for his wife of 65 years and whom he had never been separated from, said: ‘Thank you so much, I don’t feel like I am leaving my wife alone now, I feel like I am leaving my wife with family.’”

Nominate a co-worker

Nominations for Baycrest’s Annual Recognition Awards are open year-round. If you know someone who’s made an outstanding contribution at Baycrest, submit a nomination.

For more information, visit the Recognition and Rewards section of the intranet or contact Don Colangelo, coordinator, Organizational Effectiveness, at ext. 2365 or dcolangelo@baycrest.org
Sleek new design enhances web presence

Earlier this month, Baycrest unveiled a newly-designed website that makes information easier to find while also providing users with a more dynamic, engaging look and feel.

The site organizes content into six main categories across the top of the page – About, Care, Educate, Research, Participate and Give. Clicking a category will take you to a page that includes direct links to the most frequently accessed information related to that category.

Other ways to find information on the site include an enhanced search box and an extended footer at the bottom of each page. You will also notice expanded navigation on the left side of each page as you explore the site.

While the fresh design is immediately noticeable, the most important changes take place behind the scenes. The new site uses a content management system that will make it much easier to add and update text, documents and graphics. The system will allow specific users in each department to maintain their own content; staff training will be introduced in the coming months.

Over time, the new site will also help Baycrest’s visibility in search engine results, bringing us to the attention of online users searching for topics related to aging, brain health, dementia, seniors’ care and more.

If you would like to share your feedback on the new design, please email webmaster@baycrest.org or use the online form located in the About section of the site.

Private companions entertain with variety show

In an environment where arts and care go hand-in-hand, members of the Private Companion Program at Baycrest conducted a colourful and energetic variety show for clients of the Apotex Centre, Jewish Home for the Aged on June 26. The show consisted of a great variety of dance numbers including line dancing, a zumba-inspired routine and several folk dances native to the Philippines, including tinikling, subli and a Mindanao dance.

“A great many of us are dancers and we practice in our spare time,” says Letty Magmoyao, private companion. “When we were asked to put on an entertainment show for our clients, I thought it was a terrific way for us to include clients in something we all enjoy very much.”

The variety show was one of several put on by private companions in the Apotex Centre.
Thank you, staff and volunteers for raising over $57,000

The inaugural I Love Baycrest campaign wrapped up on June 18 with closing ceremonies in the Jacob Family Theatre at the Abe Posluns Auditorium. Thanks to staff and volunteers who participated, the campaign was a resounding success and raised over $57,000 in support of Baycrest.

“What champions you have been,” said Susan Sutton, vice president, Global Institutional Advancement and president of the Baycrest Foundation during her speech. “We were overwhelmed with support from across the campus. We are grateful for your donations, time and volunteerism and we greatly appreciate your heartfelt support.”

From movie nights and pie-eating contests to raffles and coin drives, Baycrest’s employees came up with many creative ways to support the organization they love. These events were all opportunities to be entered into the closing ceremonies raffle, offering the grand prize of a $5,000 Air Canada voucher. The big winner was long-time Baycrest volunteer and philanthropist, Evelyn Burns-Weinrib, who took home the voucher and a Toronto Maple Leafs jersey.

“I love and respect Baycrest because it helps people in many different dimensions,” Burns-Weinrib said. “Emotionally, physically and spiritually it enables generation after generation to live out their years with dignity and quality.”

To find out more about the Baycrest Foundation or to make a gift, call 416-785-2875 or email donations@baycrest.org

Baycrest hosts seminar on the latest advances in electronic medical records

Baycrest staff in eHealth had the opportunity to gain insight on the development of advanced electronic medical records systems at an educational seminar held on our campus on June 13. The seminar featured presentations by professionals who are leading the way on the path to achieving paperless environments at three healthcare organizations in the Greater Toronto Area.

The presenters shared their experiences on achieving stage six on the Electronic Medical Record Adoption Model scale (EMRAM). The scale was created by the Health Information Management and Systems Society (HIMSS) a non-profit organization recognized as an international leader in promoting the use of information technology to enhance healthcare. Stage 6 on the scale is the second-highest stage and just four hospitals in Canada have achieved this milestone.

“This event was a great opportunity for our staff to learn from pioneering organizations in adopting electronic medical records,” says Andrew Pigou, manager, Informatics, eHealth.

Baycrest’s electronic medical record system has achieved a Stage 4 rating. The system uses Meditech software and includes applications that physicians use to enter treatment instructions and that clinical staff use to document the findings of client assessments.

According to Pigou, Stage 4 is an impressive achievement for a non-acute care organization. “This puts us at or above the same level as most acute care hospitals in Canada,” says Pigou. “Non-acute care organizations are generally slower to adopt these technologies, but we’ve chosen to use the EMRAM as a benchmark for reflecting our progress and to hold ourselves to a high standard, with the focus on how we can use new technology to improve the quality of care we provide.”

Representatives from North York General Hospital, Ontario Shores and St. Michael’s Hospital presented at an educational seminar on the development of electronic medical records at Baycrest on June 13. In attendance at the session were (back row, left to right) Hy Eliasoph, chair, Education Committee, HIMSS Ontario; Ron Riesenbach, vice president, Innovation and chief technology officer; Andrew Pigou, manager, Informatics; and Terrie Tucker, executive director, eHealth.
A warm welcome to Joyce Tsui and Melissa Tafler, who joined the Center for Learning, Research and Innovation (LRI) as interprofessional educator and interprofessional art-based learning specialist, respectively. Prior to joining the team, Joyce worked with the Long-Term Care Behavioural Support Outreach Team. She holds a Masters of Nursing degree from Ryerson University, focusing on Leadership in Education and Health Policy. Melissa holds a Masters of Social Work from the University of Toronto and continues to hold positions as clinical research coordinator, arts-based learning specialist and clinical social worker at Baycrest. Both Joyce and Melissa began working with the Centre for LRI in June.

Congratulations to Jennifer Reguindin, interprofessional educator, Centre for LRI on successfully completing the gerontological nursing specialty certification with the Canadian Nurses Association. Jennifer is also now certified in healthcare simulation through SIM-One Ontario.

Congratulations to Rosa Cantiller, administrative and research support for the Centre for LRI for completing her certificate in Public Relations from The Chang School of Continuing Education at Ryerson University.

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