Best practices in the spotlight during clinical skills days and RNAO workshop

Just in the last two months alone, nursing staff have been enhancing their knowledge of best practices in two separate and significant professional development events: clinical skills days organized by the advanced practice nursing team and a Registered Nurses’ Association of Ontario (RNAO) workshop hosted on the Baycrest campus.

Both events tie in with Baycrest’s role as an RNAO Best Practice Spotlight Organization (BPSO).

During this three-year initiative, which started in April of 2012, interprofessional working groups will be implementing the RNAO’s best practice guidelines in five clinical areas of focus.

“Both of these professional development opportunities were a great way for staff to learn more about the best practice guidelines and their implementation,” says Lilibeth Jones-Lim, advanced practice leader, Nursing, and coordinator of the BPSO initiative. “This will benefit our initiative through building capacity for staff to translate evidence-based practice at the point-of-care.”

RNAO workshop

More than 100 nurses and allied health professionals attended the RNAO’s Best Practice Champions Workshop on November 29 including approximately 50 staff from across Baycrest and 50 staff from other health-care organizations. Professionals from long-term care, public health, acute care, rehabilitation and complex continuing care were represented in the group.
More and more people are stepping up to help protect clients and others at Baycrest from the flu. This year, more Baycrest staff chose to get the annual flu shot during the 2012 staff influenza immunization campaign than in 2011.

The Apotex staff achieved an overall vaccination rate of 72 per cent, beating the 70 per cent target. In the hospital, the overall immunization rate was 60 per cent, an increase of 10 per cent over 2011.

“Our 2012 flu immunization campaign was marked by unprecedented cooperation and activity across the organization,” says Nadia Boroja, manager, Occupational Health and Safety (OHS).

One important element in helping to drive up the vaccination rate was campaign champions. The champions helped spread the word about the importance of getting the flu shot and helped OHS to arrange Flu Buggy visits to units and departments across the campus.

“The champions did a great job in supporting the campaign with their energy and efforts, and we saw some of the biggest improvements in staff immunization rates in units where we had the help of champions,” says Boroja. “On behalf of the flu team I want to thank our champions for their hard work.”

Overall, Boroja says the results from this year’s campaign are a step in the right direction. “We want to continue to build on the gains we’ve made as we aim to reach a 70 per cent vaccination rate and higher across the organization. The high levels of flu activity this year really underscore how critical it is to continue to increase our vaccination rate.”

(From left to right) Joni Kent, vice president, Strategy and chief human resources officer; Jennifer Cross, program aide, Community Day Centre for Seniors; Norie Anlacan, registered practical nurse, 3 East; Manson Locke, director, Human Resources; Cyndi Thibeault, unit director, Apotex 4; Wendy Crisp, registered nurse, occupational health and safety; Lindsey Robins, development officer, Baycrest Foundation and Nadia Boroja, manager, Occupational Health and Safety, gather at a tea celebration to thank the champions of the flu campaign.

Flulympics results

This year’s flu campaign featured the Flulympics, a friendly competition where teams competed to aim for vaccination rates of at least 70 per cent. Seven teams achieved this goal, winning pizza for all immunized staff on these teams.

Congratulations to the Tan, Black, Yellow, Brown, Navy, Orange and Sky teams! The pizza parties are set to take place in late January. Watch for updates on the intranet or from your manager.
Missed the flu shot campaign? It’s not too late to protect yourself

By Dr. Paul Katz, vice president, medical services and chief of staff

Ontario’s Ministry of Health and Long-Term Care has sounded the alarm about high levels of flu activity this season.

As of December 29, there had been more than 2,700 reported cases of influenza in Ontario and more than 400 respiratory outbreaks at facilities across the province. Activity levels are currently highest in the Toronto health region.

This flu season is also particularly bad because the most common strain of influenza that is circulating is H3N2, which is known to cause severe illness, especially in the elderly.

These factors make this year’s flu season very serious and even dangerous for our clients.

With high flu activity it’s also important to remember that unvaccinated health-care professionals are at a greater risk of developing the flu than the general population.

If you have not yet had your flu shot, I urge you to get immunized as soon as possible. Flu symptoms are much more severe than the common cold and even healthy adults are often ill for five to 10 days. The flu can also lead to serious complications like pneumonia.

Immunization is the most effective way to protect yourself against influenza. This year’s vaccine is a good match to the strains that are circulating, including the severe H3N2 strain. With flu season typically lasting until March, it’s well worth getting your flu shot now.

If you have questions about the flu shot, check out the Flu Shot Information page on the intranet under Employee Corner where you will find resources and a series of short video clips where I answer frequently asked questions about the flu.

How can you fight the flu?

• Get your flu shot. You can still drop by Occupational Health and Safety (second floor, hospital) between 8 a.m. and 4 p.m., Monday to Friday, or visit a Toronto Public Health flu clinic (dates and locations are available at www.toronto.ca/health/flu).

• Clean your hands often.

• Do not come to work if you are ill.

• If you become ill, report it to Occupational Health and Safety at ext. 5300.

Advocating for Ontarians

(Left to right) MPP for Eglinton-Lawrence Mike Colle, Reuben Cipin and Monty Mazin of Baycrest’s Reuben Cipin Healthy Living Community dropped by a North York-area ServiceOntario Centre, to raise awareness for the Ontario Photo Card via a news conference organized by Colle’s office. The card is government-issued photo ID, and helps those without driver’s licenses gain access to an official piece of identification. Cipin, who is legally blind, lobbied the provincial government for several years to bring the Ontario Photo Card to fruition. Over 76,000 people, mainly seniors and new Ontarians, have applied for the card since July 2011. As of December 2012, the ID card will be offered at all Service Ontario Centres in the province.
More than 600 staff, clients and families participate in conversations about our new strategic plan

Staff in all areas of Baycrest as well as clients and families had the opportunity to provide feedback and ask questions about the new five-year strategic plan at more than 45 small group meetings across the campus that took place in November and December.

According to Dr. Bill Reichman, president and CEO, “These conversations with staff and other stakeholders are crucial to fostering an understanding of the work we will do to implement this plan and the changes that it will bring.”

The strategic planning engagement team led by Joni Kent, vice president, Strategy and chief human resources officer, spent a little over a month going to staff meetings, Council meetings, committees and other groups, ultimately reaching more than 600 employees across the organization to provide an overview of the plan, get feedback and answer questions.

Themes that stood out for Kent related to the many ways staff go the extra mile to provide very special individualized client-centred care every day. “It's clear that as we evolve as an organization, these efforts that enhance the quality of care we provide are top of mind with everyone and we must do everything possible to continue to stay focused on them,” she says.

Kent says another point that came out of the engagement sessions was our commitment to recognizing Baycrest’s history and its roots. “The importance of remembering where we came from, our history as the first Jewish Home for the Aged, and our Judaic heritage and culture is something that came through clearly in our conversations.”

“The feedback has been essential for us as we have continued to refine the document to ensure that the final product reflects what’s special about Baycrest, the experiences of our staff, families and clients, and not only where we’re going but also where we came from: the roots that make us strong as an organization,” says Kent. “We want to try to weave in these elements so that the final document speaks to all these groups.”

The final plan is set to be submitted to the Board of Directors for approval at the end of January. After that, there will be much more dialogue and information about what the plan means to Baycrest.

Kent says these first meetings with staff this fall were just the beginning of a conversation that she wants to continue on a regular basis over the next five years. According to Kent, continued engagement from staff will be vital to the plan’s success. “We want to have more conversations with staff about what the plan includes and how we are going to pull it into our operating plan,” she says. “In order to advance this plan our staff need to understand it, be able to have conversations about it and be able to see themselves and their role in our plan.”

Once approved, the 2013-2018 strategic plan will be rolled out and used to create our operating plan.
Speech-language pathology students visit Baycrest for a learning experience

Baycrest’s speech-language pathologists shared their expertise with a group of students from the University of Toronto in an Integrated Learning Experience (ILE) at Baycrest on November 28.

“Baycrest was invited to host this session because of our expertise in aging, geriatrics and care of the elderly,” says Lisa Sokoloff, professional practice chief, Speech-Language Pathology and specialist, International Relations and Interprofessional Education.

The session focused on treatment, planning and outcome measures for a complex geriatric case. Baycrest speech-language pathologists developed a case study to educate students on best practices in communication and swallowing disorders in geriatric care.

ILE sessions are developed to give students the opportunity to integrate what they learn in the classroom with real-life situations. Students reinforce and demonstrate their knowledge through this case-based learning.

Forty-six students in the speech-language pathology master’s program attended the session. In addition to the case study, the day-long ILE featured a discussion on professional practice with Fay Lim-Lambie, director, Health Disciplines and a talk on the complexity of geriatric care by Dr. Gary Naglie, chief of medicine.

Sokoloff says that feedback on the session was extremely positive. Participants indicated they were very pleased with the learning experience and recommended that Baycrest host another session next year. “Most importantly, 98 per cent of the students indicated that they learned something new about geriatrics and that was one of our key goals for this session,” she says.

Know your safety signs for falls prevention

Recognizing safety signs can make all the difference in protecting yourself and clients from slips and falls. Safety signs call attention to dangerous situations, and should never be ignored or moved unless you have confirmed first with Environmental Services at ext. 2122.

When you see safety signs displayed, be alert and pay attention to your surroundings. Here is a sample of safety signs you may see around Baycrest and what they mean:

**Wet floor signs**
- Lets you know of flooding or a wet floor
- If the floor is dry, walk carefully
- Always pass on the right-hand side of a sign
- Never remove a wet floor sign unless you have contacted Environmental Services first

**Closed for cleaning sign**
- Lets you know an area is closed for cleaning or maintenance
- Do not enter the area
- Never remove a closed for cleaning sign while a housekeeping aide is cleaning

**Caution tape**
- Lets you know an area contains a hazardous situation including construction, repairs or a majorly slippery floor
- Avoid area and do not cross
- Never remove caution tape without contacting Security or Facilities Services first

If you have questions about safety signs, please contact Environmental Services at ext. 2122.
Apotex and hospital units exhibit customized art by OCAD U students

A group of students from OCAD University (OCAD U) has brightened up the Apotex and the sixth floor of the hospital with installations of unique textile art custom-made for the spaces, residents and staff.

Prior to creating their works of art, the students had the opportunity to visit Baycrest and attend a presentation on The lived experience of Baycrest clients and staff by Bianca Stern, director, Culture Arts and Innovation; Leslie Iancovitz, clinical manager, Complex Continuing Care, 6 East; Claire Taasin-Lau, unit director, Apotex 3; and Maria De Leon, inpatient clinical manager, Palliative Care, 6 West. Following the presentation, the students assembled a list of questions for residents and staff to further inspire their creations.

“The students learned about identity and the notion of home within the Baycrest community so that they could create works of art that were both client-centred and site specific,” says Aviva Babins, arts project coordinator, Culture Arts and Innovation.

Stephanie Nasello, a fourth-year student at OCAD U, created a colourful work of art now installed on the sixth floor of the hospital.

Stephanie Nasello, one of the student artists, created a work of flowers, hand-made out of yarn and paper pulp, for the recreation area on hospital 6 West. She says she was inspired by the live plants and flowers in the space and by “the fact that the clients tend to the flowers.”

The students’ fibre designs are now on display at several locations in Apotex 3 and hospital 6 West and 6 East. There will be a reception to celebrate the new installations on Wednesday, January 30 from 3 to 5 p.m. on Apotex 3.

Gift of thanks: A new way to say thank you

The Baycrest Foundation has launched an exciting new way for grateful families and patients to say thank you to the doctors, nurses, clinicians, support workers and volunteers who have made an impact on their lives here at Baycrest.

With a donation to the Gift of Thanks program, your honouree will receive an acknowledgement card with a personalized message from you and a special pin to wear in recognition of the extraordinary care they have provided.

This new way of saying thank you will help Baycrest continue to transform the journey of aging and is a unique opportunity to acknowledge those who have made a difference.

If you are a staff member who would like Gift of Thanks brochures for your unit, please call Megan Amodeo at ext. 3370 or at mamodeo@baycrest.org.

To give a Gift of Thanks, call 416-785-2875.
Living well with stress

Over time, seemingly small events can trigger stress reactions. When under too much stress, your body will develop physical, emotional or behavioural warning signs. Physical symptoms include headaches, high blood pressure, chest pain, fatigue or eyestrain. Some emotional signs are irritability, low self-esteem, anger and apathy. Behavioural indicators may be overeating or under eating, increased smoking or drinking, forgetfulness or insomnia.

Consider these strategies to reduce the negative effects of stress in your life:

1. **Breathe deeply.** Most people tend to take short, shallow breaths when stressed, preventing proper oxidation of your tissues which only exacerbates stress. Check your breathing throughout the day, especially during high pressure situations to ensure you are breathing as slowly and deeply as possible.

2. **Practice saying “no.”** Saying “no” to extra projects, social activities and invitations you don’t have the time or energy for takes practice, self-respect and a belief that everyone, every day, needs time to relax and rejuvenate.

3. **Every day, do something you really enjoy.** Go for a walk, take a long bath, listen to music, call a good friend, get a massage, spend time in nature or do anything that revitalizes you.

4. **Sleep restfully.** A proper night’s sleep allows your body to deal with daily stressors more effectively. Keep a regular sleep schedule whenever possible, avoiding caffeine and alcohol close to bedtime, relax before sleep and keep your bedroom at a cool, comfortable temperature.

5. **Better manage your time.** Use a calendar or time-management system to record all of your appointments and tasks, including self-care activities. Prioritize all of the above and act accordingly. Make the time to take care.

Living well with stress - EAP wellness seminar

**Learn more about stress management**

**Tuesday, January 29**
**Noon to 1 p.m.**
**Wortsman Hall**

For more information, contact Paul Smits at ext. 5186 or at psmits@baycrest.org.

Rotman Research Institute Senior Scientist launches new neuroscience book

Dr. Don Stuss (right), Senior Scientist with Baycrest’s Rotman Research Institute and president and scientific director of the Ontario Brain Institute; and Dr. Robert T. Knight, professor of psychology and neuroscience at the University of California, Berkeley, celebrated their book, Principles of Frontal Lobe Function, Second Edition, at a launch party hosted by Sandra and Joseph Rotman at the Royal Ontario Museum on November 27. Dr. Stuss and Dr. Knight co-edited the volume as an update to their first edition, which has become the standard reference on the frontal lobes of the brain. The new edition covers new research and even new areas of research in the field.
A warm welcome to Nancy Jones, who joins Baycrest in the role of professional practice chief, Physiotherapy. Nancy has more than 30 years’ experience in progressive leadership, education, research and clinical capacities in various health sectors in both Canada and the United States. In her role as professional practice chief, she will be responsible for the oversight and delivery of the practice, leadership and governance of physiotherapists and physiotherapy assistants in the hospital and Terraces. Nancy’s first day was January 9.

Join us in celebrating creative expression at the Apotex

Paintings, pottery, clothing, and books; these are just a few of the items created by residents that will be on display on Apotex 2 for the second annual Creative Expression Exhibit. All Baycrest staff, residents and their families are invited to join us on January 22, from 1:30 to 3 p.m. in the Apotex 2 Recreation Room to celebrate the creativity of our residents. Pictured here, Simy Bensalmon, shows her work to a staff member at the 2012 exhibit.

Best practices in the spotlight ...continued from page 1

The workshop, which is facilitated by the RNAO, is designed to introduce staff to the association’s toolkit on applying best practice guidelines and to give practical information about the process of guideline implementation. At the end each day-long session, participants become Best Practice Champions, joining a network of other champions and gaining opportunities to connect with RNAO facilitators and mentors.

Clinical skills day

The advanced practice nursing team organizes one-day sessions each year to give nurses the opportunity to refresh their skills and ensure they are up-to-date on the latest best practices and resources. Two of the sessions were held in the fall with two more to follow this winter.

This year, participants in the sessions are learning about the BPSO initiative’s five clinical areas of focus by working in small groups on case-based scenarios. This format gives nurses the a chance to discuss guidelines and share their knowledge.

“Aligning our clinical skills day with the BPSO initiative, we’re giving nurses at Baycrest the chance to learn more about the guidelines we’ll be implementing so that they’re engaged and involved in the process,” says Aysha Bandali, advanced practice nurse and one of the organizers of the sessions.

The next clinical skills days will be held on Wednesday, January 30 and Wednesday, February 27. For more information on how to sign up, contact Aysha Bandali at ext. 2182 or at abandali@baycrest.org.