



# In the *community*

A newsletter for the community surrounding **St. Joseph's Health Centre**

FEBRUARY 2007

## Treating Palliative Patients in a Shared Care Approach



*Dr. Christa Jeney, Medical Director of Palliative Care and Supportive Care Services at St. Joseph's Health Centre posing with one of her patients.*

By Sabrina Divell  
*Public Affairs*

St. Joseph's Health Centre is teaming up with family physicians to provide a shared care approach for palliative patients living in our catchment area.

"Our focus is both the patient's physical symptom management as

well as providing the psychosocial spiritual support," said Dr. Christa Jeney, Medical Director of Palliative and Supportive Care Service, St. Joseph's Health Centre Toronto. A member of the Palliative Care team will do the initial patient consultation, assess their needs, continue to alternate home visits with the family physician, conduct phone assessments

and reassess as needed. The team's care complements what the patient is already receiving from their family physician to ensure there is no duplication of efforts.

"The arrangement really depends on the needs of the physician and the patient," said Dr. Jeney. "There is a huge need for palliative home visits and the hope is to expand service to the community through the Shared Care Palliative Program."

The community palliative service currently operates with eight part-time physicians. That philosophy of care continues with the interdisciplinary team that makes up the program's inpatient palliative program comprised of a social worker, Chaplain, Palliative Care Coordinator and five physicians. Depending on the patient's needs, the team has the ability to liaise with various other

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programs and services in the hospital, like the Child Life Specialist, Occupational Therapy or Nutrition Services.

“What is special about our program is we have the ability to admit our home based palliative care patients and about 50 per cent of the time we can avoid an emergency department visit by admitting them directly to a medicine floor,” she said. “This is unique because most of the services around Toronto have separate teams for inpatients and outpatients. Our format ensures the continuity of care.”

Dr. Jeney originally started St. Joseph's Palliative Care program in 1999. Today, the team provides

palliative service at the Health Centre 24 hours a day, seven days a week. Referrals are accepted from family physicians and specialists in the community. All referrals are processed through the Palliative Care Coordinator using the Toronto Palliative Care Network Common Referral Form.

#### EDUCATING FAMILY PHYSICIANS

The Palliative Care team is encouraging family physicians to expand their practices to include palliative care. Through the Shared Care Palliative Program, the team physicians will have a significant role in mentoring community doctors at their request.

“We also have a significant

education role built right into the program,” said Dr. Jeney.

Along with its role in the palliative education of family medicine residents, the team supports a Clinical Fellowship in Palliative Medicine. One example of this is Dr. Paolo Mazzotta, a recent graduate of the program who will be joining the team this year. Family physicians who have just finished their training as a family medicine resident also have the opportunity of participating in a six month Clinical Fellowship in Palliative Medicine with the Palliative Care team.

For more information on St. Joseph's Health Centre's Palliative Care services please call 416-530-6729.

## New Appointments at St. Joseph's Health Centre

### Department of Medicine:

- Dr. Franklynne Vincent is the new Head of Service of Dermatology, effective September 28, 2006.

### Department of Surgery:

- Jill Campbell, Acute Care Nurse Practitioner

### Department of Laboratory Medicine:

- Dr. William Chapman is the new Chief of Laboratory Medicine, effective January 1, 2007.  
- Dr. Zared Aziz

### Department of Family and Community Medicine:

- Ms. Houleymatou Bah, Midwife (*cross appointment to the Department of Obstetrics & Gynecology*)  
- Ms. Lindsay Macdougall, Midwife  
- Dr. Yuriy Tatuch

- Dr. Vivien Fellegi

### Department of Paediatrics:

- Dr. Charlotte Miller  
- Dr. Heather Yang

### Department of Anaesthesia:

- Dr. Winston Wong, re-appointed as Chief of Anaesthesia, effective July 1, 2006.  
- Dr. Romolo DiCecco

#### CLINICAL ASSISTANTS

### Department of Family Medicine:

- Dr. Don Gandell  
- Dr. Savita Kalra  
- Dr. Alikuni Kilany  
- Dr. Alireza Zahirieh

#### CLINICAL FELLOWS

### Department of Surgery, Service of General Surgery:

- Dr. Shea Chia, for the period of

July 1, 2006 to June 30, 2007.

- Dr. Darlene French, for the period of July 17, 2006 to June 30, 2007.

### Department of Family and Community Medicine, Addiction Medicine:

- Dr. Agnes Kwasnicka for the period of September 1, 2006 to June 30, 2007.  
- Dr. Navika Limaye for the period of August 1, 2006 to August 31, 2007.

### Department of Obstetrics and Gynecology:

- Dr. Violaine Marcoux for the period of July 1, 2006 to June 30, 2007.

## A Success Story on Service Agency Collaboration at its best

By the Community Integration and Urban Health Department

The Partners for Parkdale Health Network (PPHN) is an inter-agency grass-roots network that is driven by community health promotion principles and values. It is also committed to optimizing the physical and mental wellbeing of residents in the Parkdale community. The agencies within the network reflect diverse health and social service providers along the continuum of care including:

- LOFT Community Services
- Parkdale Community Health Centre
- St. Joseph's Health Centre
- Toronto Community Housing Corporation
- University Health Network, Toronto Western Hospital
- Past member agencies have included: St. Christopher House and West Toronto Housing Help Services.

The PPHN reviewed several local needs assessments in order to identify service gaps that could be filled through a focused project. Dental care was repeatedly identified as a priority health care need for consumers living in west Toronto. This need was most prevalent in marginalized groups challenged by low income, unemployment, and with no source of private extended health coverage or public dental health care - specifically those individuals between 19 and 64 years of age.

Following an Oral Dental Health Care Day hosted by the PPHN, a

survey completed by over 150 participants revealed that:

- 60 per cent of the participants do not have a regular dentist;
- Priority dental concerns include teeth cleaning, regular check-ups and fillings;
- Top barriers to dental care include unaffordable fees, access issues and language.

With the ongoing support of their respected agencies, extensive outreach and a strong collaborative partnership, the PPHN successfully launched a free monthly oral health clinic in January 2006 at St. Joseph's Health Centre.

To date this clinic has served over 80 hard-to-reach individuals, providing them with check-ups, cleanings, extractions, fillings, and information on ongoing oral care.

The success of the clinic is also attributed to the generous volunteer work provided by an independent dentist and dental hygienist; the outstanding contribution of George Brown College dental hygienist and assistant students; and through the sponsorship offered by Parkdale-High Park Rotary and an anonymous donor.

If you would like more information, are interested in volunteering, and/or know of a dentist or dental hygienist willing to help, please contact AnnMarie Marcolin, Manager of Community Integration and Urban Health, St. Joseph's Health Centre, at 416-530-6000 ext. 3224, or [marcoa@stjoe.on.ca](mailto:marcoa@stjoe.on.ca).



## General Medicine Unit Helping to Improve Patient Care

St. Joseph's Health Centre's Medicine Program is pleased to announce that last October, it opened the General Medicine Unit (GMU).

The GMU is comprised of 40 beds geographically clustered on two inpatient units (4East and 6M), utilizing 20 beds per unit. The 40 beds assigned to the GMU are incorporated into the existing complement of Medicine Program beds.

Features of the GMU include:

- The GMU is an interdisciplinary, best-practice model of caring for general medicine in patients, by a dedicated team;
- A single MRP General Internist, per two-week basis, is assigned to each of the two 20-bed GMU locations;
- The two 20-bed GMU locations (4East and 6M) will be identified as GMU 4 and GMU 6 respectively;
- The 40 beds comprising the GMU have augmented services in the form of an Advanced Practice Nurse and weekend Rehab and Discharge Planning.

It is anticipated that the GMU will enhance patients safety and quality of care at St. Joseph's Health Centre. It will also improve utilization, contribute to decreasing Emergency Department congestion and provide academic opportunities.

## Update on Toronto Central LHIN: Integrated Health Service Plan (2007-2010)

By the Community Integration and Urban Health Department

Local Health Integration Networks (LHINs) are not-for-profit organizations mandated to lead new ways of planning, delivering, evaluating and funding health and support services within 14 geographic regions of Ontario. Governed by appointed local boards, the LHINs are accountable for engaging health care providers and service consumers to identify and address local health needs.

LHINs are designed to represent a shift in the health care system towards a consumer and community-centred model of integrated care. To ensure that health services are focused on local needs and capacities, each LHIN has developed a three-year Integrated Health Service Plan (IHSP) to guide their initiatives through 2010. These IHSPs are designed to address priority areas relevant to the LHIN's unique local populations and circumstances, and were released to the public on November 20, 2006.

St. Joseph's Health Centre is situated within the Toronto Central LHIN, which is responsible for funding 257 health and social service agencies, including two Community Care Access Centres, 18 Community Health Centres, 18 Hospitals, 41 Long-Term Care Facilities, 75 Mental Health Organizations and 103 Community Support Service Agencies. Based on its uniquely



urban demographics, The Toronto Central LHIN has identified nine priority areas of focus that are outlined in the IHSP to include: Mental Health and Addictions, Rehabilitation, Seniors, Health Human Resources, Education and Research, E-Health, Energy and Environment Management, Back Office Integration, and Provincial Ministry Priorities.

To ensure that the IHSP continues to reflect community need, the LHIN is establishing a series of working groups and advisory panels to oversee the implementation of their 13 priority initiatives. These groups will engage local health service providers and consumers to develop detailed work plans and measurable deliverables for each LHIN priority.

The Toronto Central LHIN is enlisting service providers and consumers to assist in planning initiatives and actions relative to the

Mental Health and Addictions, Rehabilitation, and Seniors target populations. Service providers are currently being recruited to sit on 15-member "Councils" that will be responsible for assisting to organize the activities within each priority initiative defined by the IHSP.

Similarly, Consumer Advisory Panels are being convened to provide consumer input and advice from patients, clients, and their primary caregivers. These bodies will be established early in 2007.

If you are interested in sitting on either of these implementation groups, please contact the Toronto Central LHIN at 416-921-7453 or [torontocentral@lhins.on.ca](mailto:torontocentral@lhins.on.ca).

Please also visit the Web site or call for a copy of The Integrated Health Services Plan. A list of the open Toronto Central LHIN Board meetings can be found on page 5 in this newsletter.

## Mark Your Calendar

### The Campus-Community Partnerships for Health 10th Anniversary Conference

This conference is being convened to nurture a growing network of community-campus partnerships that are striving to achieve the systems and policy changes needed to address the root causes of health, social and economic inequalities.

The conference, "Mobilizing Partnerships for Social Change," seeks to build knowledge, skills and actions for achieving healthy and just societies. CCPH conferences are

noted for their emphasis on inclusion, experiential learning and subsequent action.

The conference is being held in Toronto from April 11 to 14. Information can be found at [www.ccph.info](http://www.ccph.info). Early bird registration ends February 16, 2007.

The Department of Community Integration and Urban Health has been accepted to present a poster at the conference. The presentation, "Raising Community Voice: A Community-Teaching Hospital's Journey", will share the



Department's experiences creating an infrastructure to support and enhance community stakeholder involvement in health care planning and service delivery.

For more information please contact AnnMarie Marcolin, Manager of Community Integration and Urban Health, 416-530-6000 ext. 3224 or [marcoa@stjoe.on.ca](mailto:marcoa@stjoe.on.ca).

### Toronto Central LHIN Open Board Meetings

As per the Local Health Systems Integration Act, all meetings of the Toronto Central LHIN Board of Directors are open to the public, unless otherwise noted.

Please mark your calendars for the following dates:

- Tuesday, February 20, 2007  
1:00 to 5:00 p.m.
- Tuesday, April 3, 2007  
1:00 to 5:00 p.m.
- Tuesday, May 15, 2007  
1:00 to 5:00 p.m.
- Tuesday, June 26, 2007  
1:00 to 5:00 p.m.

Locations, meeting announcements, and agenda packages will be available at:  
[www.torontocentrallhin.on.ca](http://www.torontocentrallhin.on.ca).

For more information, please call the Toronto Central LHIN at 416-921-7453.

### Pain Management Conference - *Bringing it Back to the Bedside*

As part of our commitment to becoming a leader in pain management in our community, the Pain Management Committee of St. Joseph's Health Centre (SJHC) is hosting its fifth annual Pain Management Conference on April 20th, 2007, at The Old Mill Inn in Toronto.

The conference is open to all medical, nursing and allied health staff and students at the Health Centre as well as physicians, nurses and allied health staff and students in the community.

Registration deadline is April 5th, 2007. Register by March 23rd and you are eligible to win an Early Bird Draw Prize. The conference is \$150 for non SJHC staff and \$75 for students.

The three breakout sessions are:

- Multi-modal Analgesia - A Post-operative Nursing Perspective
- Management of Pain in Labour
- Pain - Through the Eyes of a Child

For more information and a copy of the conference agenda please visit [www.stjoe.on.ca](http://www.stjoe.on.ca) or call Yvonne Warford, Educational Programs and Events Coordinator at 416-530-6000 ext. 4500 or [warfoy@stjoe.on.ca](mailto:warfoy@stjoe.on.ca).

Fax registration forms to 416-530-6078.

# New Outpatient Clinics Added to SJHC's Ambulatory Care Centre

The BMO Financial Group Ambulatory Care Centre at St. Joseph's provides a wide range of services for outpatients. The clinics offer assessment, diagnosis, treatment and therapy for patients and members of our community. All patients require a referral from a doctor.

Multidisciplinary teams work in the 33 Ambulatory Care Centre's clinics providing medical services with the goal of keeping these patients out of the Emergency Department and decreasing the need for hospitalization.

For more information, please contact the Ambulatory Care Centre at 416-530-6043.

Referring doctors should fax patient referrals to the booking office at 416-530-6050. Some of the more recent additions to the Ambulatory Care Centre's clinical services include:

## THE ASTHMA CLINIC

Patients are taught how to deal with their asthma and ultimately, how to



The team in the Heart Failure Clinic helps patients manage their health conditions

better manage their condition. This type of education can help decrease the need for hospitalization. The Asthma Clinic team consists of a Respiriologist, Registered Nurse, Registered Dietitian, Registered Pharmacist and a Pulmonary Technologist.

## HEART FAILURE CLINIC

A multi-disciplinary team assesses and recommends treatment for patients who have been diagnosed with heart failure. In addition, patients are educated about their

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## WAIT TIME INFORMATION

The Ministry of Health and Long-Term Care continues to implement their strategy to reduce wait times for key health services in Ontario hospitals. Part of the strategy is to report current wait times for these services on-line at [www.health.gov.on.ca/transformation](http://www.health.gov.on.ca/transformation).

The Health Centre has implemented initiatives in line with the provincial strategy to give our patients better access to care. These include:

- A Wait Time Information Line where people can access our current wait times for total hip replacements, total knee replacements and cataract surgery by calling 1-877-530-WAIT (9248).

- Improving access to the Oncology/Hematology clinic by increasing hours of service to include evenings.
- Increasing our MRI operating hours to 7 days per week, 16 hours per day.
- By operating two state-of-the-art 64 slice CT scanners it has resulted in SJHC having one of the lowest CT wait times in Ontario.
- A reduction in wait times for patients undergoing cancer surgery.
- A reduction in wait times for patients who require a hip or knee replacement

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condition through a series of information classes provided by the clinic's team. Family members are encouraged to attend these classes for support and motivation. The goal is to help people manage their condition and decrease the need for hospitalization. The clinic's team consists of a Cardiologist, Registered Nurse, Registered Dietician, Registered Pharmacist, Physiotherapist and a Social Worker.

#### POLYPHARMACY CLINIC

Any patient taking multiple medications is at higher risk for side effects, medication interactions and difficulty remembering to take medications. Although many seniors are part of this at-risk population, younger patients with complicated diseases can also benefit from this



clinic. A Registered Pharmacist assesses the patient's current medications to determine if they are working, recommends ways to improve medication outcomes and provides education. Any recommendations by the clinic's Pharmacist are forwarded to the patient's physician and other health care providers to ensure continuity of care.

#### ANTI-COAGULATION CLINIC

This clinic is staffed by a Registered Pharmacist who performs patient assessments and reviews current medications (over-the-counter medications, herbals and supplements) to check for possible drug interactions. Patients receive ongoing education, while lab results and medication dosages are constantly monitored.

#### CHIROPODY CLINIC

The Chiroprapist provides foot care and foot care information to outpatients who are diabetic, to those receiving care through the Renal Management Centre and to elderly patients who are unable to care for their feet. Education is provided to patients and their family members about foot care, shoes and orthotics, walking aides and community resources available for patients who require financial assistance.

## The BMO Financial Group Ambulatory Care Centre Clinics

Anti-Coagulation Clinic  
 Asthma Clinic  
 Audiology Clinic  
 Cardiology Clinic  
 Chest/Respiratory Clinic  
 Chiropody Clinic  
 Colposcopy Clinic  
 Dental Clinic  
 Dermatology Clinic  
 Diabetes Clinic  
 Diabetes Education  
 Elderly Community Health Services (ECHS)  
 Endocrinology Clinic  
 Ears/Nose/Throat Clinic (ENT)  
 Falls Clinic  
 Foot Clinic  
 General Surgery Clinic  
 Gestational Diabetes Clinic  
 Heart Failure Clinic  
 Infectious Diseases Clinic  
 Internal Medicine Clinic  
 IV Clinic  
 Nephrology Clinic  
 Neurology Clinic  
 Nutrition Counselling (Diabetes/Cardiac)  
 Osteoporosis Clinic (COPE)  
 Pain Management Clinic  
 Plastics Clinic  
 Polypharmacy Clinic  
 Thoracic Surgery Clinic  
 Urology Clinic  
 Vascular Ulcer Clinic

The ACC is located in the Glendale Wing, Ground Floor, just to the left of the Tranquility Gardens entrance.

## New SJHC Web site Coming Soon!

This month, St. Joseph's Health Centre will launch its new Web site. Log onto [www.stjoe.on.ca](http://www.stjoe.on.ca) and experience a brand new way to explore and learn information about your local community hospital. For more information, please contact Charin Lin, Webmaster, at 416-530-6000 ext. 3836 or [webmaster@stjoe.on.ca](mailto:webmaster@stjoe.on.ca).

# Thanks to all of our Donors who are Helping to Make a Difference

*"You must give something to your fellow man. Even if it's a little thing, do something for others, something for which you get no pay but the privilege of doing it." - Albert Schweitzer*

By St. Joseph's Health Centre Foundation

We are very appreciative of the support extended to us by individuals and organizations and the positive impact they make on the care that St. Joseph's Health Centre provides to our patients and their loved ones.

Our facilities have undergone many changes over the last few years - changes that would have not been possible without their contributions.

Most recently we would like to express our thanks to The Harry and Shirley Young Foundation for a \$200,000 contribution in support of Child and Adolescent Mental Health.

Special thanks also to BMO Financial Group for a \$150,000 gift to our Women's Health Centre. BMO Financial Group is among our longtime friends having made a significant contribution to create the BMO Financial Group Ambulatory Care Centre.

The building of a new wing that

will benefit our paediatrics, surgery, and medicine is our next focus. We have almost reached our \$30 million dollar goal in support of these projects through our Medicine and Beyond Campaign.

\$1.9 million dollars is yet to be raised and we know we can count on you to get there!

For more information, please visit [www.stjoe.on.ca](http://www.stjoe.on.ca) or call the St. Joseph's Health Centre Foundation office at 416-530-6704 or e-mail [foundation@stjoe.on.ca](mailto:foundation@stjoe.on.ca).

## Community Hospital Setting \$1 Million Safety Record

St. Joseph's Health Centre continues to build on its exceptional six-year safety record by breaking the \$1 million mark for WSIB New Experimental Experience Rating (NEER) rebates.

This year, the Health Centre has received a NEER rebate of \$404,629.47. The WSIB Lost Time

Incident rate benchmark is 1.73%, and St. Joseph's recorded an outstanding 0.71% or 17 lost time incidents. This is mainly due to a combination of several internal programs including WHMIS online training, regular safety inspections and our modified return to work program.

The Health Centre thanks the Occupational Health and Safety team and the Joint Occupational Health and Safety Committee for all of their dedication and hard work. This achievement speaks directly to the Health Centre's strategic goal of being a dynamic environment, known as a great place to work.

ST. JOSEPH'S  
HEALTH CENTRE TORONTO

In service of Community.

In respect of Diversity.

In celebration of Faith.

*In the Community* is published by St. Joseph's Health Centre for family physicians, community partners and agencies in our catchment area. Please share this issue of *In the Community* with a friend or colleague who also maintains a special interest in developments at St. Joseph's.

For comments or questions regarding this issue, or if you would like to contribute to a future issue, please contact the editor, Sabrina Divell, Manager, Public Affairs, via e-mail at [divells@stjoe.on.ca](mailto:divells@stjoe.on.ca) or by calling 416-530-6000 ext. 4259.

**St. Joseph's Health Centre**  
30 The Queensway, Toronto, Ontario M6R 1B5  
T: 416-530-6000 W: [www.stjoe.on.ca](http://www.stjoe.on.ca)