



In the *community*

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

OCTOBER 2007

SJHC Joins Shared Information Management Services Partnership

St. Joseph's Health Centre (SJHC) is one of 13 hospitals that has joined the Shared Information Management Services (SIMS). The group works on integrating projects across the entire partnership, including confidentially sharing patient information online to help improve referrals, enhance patient safety through the elimination of transcription errors and reduce the amount of time patients have to wait to receive services. Other SIMS members include North York General Hospital, Bridgepoint Health, Central Community Care Access Centre (CCAC), Providence Healthcare, St. John's Rehab Hospital, Toronto Healthcare Centre, Woman's College Hospital, COTA Health and Toronto East General Hospital. Each organization is involved with integrating projects across the entire collaboration. With similar values and a relationship founded on trust, all 13 organizations commit to identifying, planning and implementing IM/IT initiatives that will contribute to a coordinated health care delivery system. Shared initiatives may extend beyond IM/IT implementations to include process

and quality improvement, shared care delivery programs and safety initiatives. The common element is the enhancement of information utilization between the partnering organizations to support the continuity of care within the context of client/patient transitions. "St. Joseph's is committed to innovation and clinical excellence. Joining SIMS enhances our work to improve access and flow, patient safety and integrated, coordinated health care service delivery," said Carolyn Baker, President and CEO of St. Joseph's. "This partnership provides us with an opportunity to collaborate with other health care organizations to improve referral processes and chronic disease management systems while also furthering stewardship of our resources." Our IT Department, along with North York General Hospital and Toronto East General Hospital, will work with SIMS to implement shared projects. For more information, contact Andrew Brearton, Corporate Director and Chief of E-Health at breara@stjoe.on.ca

St. Joseph's UFHT Officially Opens

On September 24, The Ministry of Health, in partnership with SJHC, celebrated the official opening of the St. Joseph's Urban Family Health Team (UFHT). For the last year we have been including stories and profiles on the UFHT in this newsletter. A key role of the UFHT is the training and development of the next generation of primary care professionals, to improve access to high quality services for members of our diverse communities. St. Joseph's UFHT is located at 27 Roncesvalles Ave. Hours of operation are Monday to Friday, 9 a.m. to 5 p.m. For more information, please contact 416-530-6947 or 416-530-6860.

INSIDE

Nutrition Advice for Preventative Measures	2
SJHC New Appointments	3
Update on Toronto Central LHIN	4
SJHC Population Panels Moving Forward	5
Hip and Knee Replacement Program	6
Topping the Charts in Patient Flow and Accessibility at SJHC	7
SJHC Foundation Elects New Board Chair	8

Urban Family Health Team - Nutrition Advice for Preventative Measures

By Magda Jarota
Public Affairs



From left to right is Valerie Johnson, Nutrition Educator and Registered Dietitian with the Family Medicine Centre and Abby Langer, Clinical Dietitian.

The Urban Family Health Team (UFHT) has been in the plans for a very long time at SJHC and on September 24 it officially opened its doors to the community.

"It's all really exciting," said Abby Langer, Clinical Dietitian at the UFHT. "Through our preventative approach to treating already existing conditions, we improve patient care and satisfaction."

Langer has been with St. Joseph's since January of this year. "St. Joseph's is a community hospital and a wonderful place to work. Our team is very close-knit and offers both fantastic patient care, as well as an interprofessional environment for staff that is conducive to learning and role expansion. Working at the UFHT has also given me the opportunity to help the community at large and that is very satisfying."

The UFHT is an interprofessional team providing Primary Health Care for the patients of the Family Medicine Centre. The main goal is to improve the health of their patients by focusing on chronic disease prevention and management. Currently, professional staff includes Family Physicians, Nurse Practitioner, Registered Nurses,

Pharmacist, Dietitian, Social Worker and administrative and support staff. "The Family Medicine Centre and UFHT dietitian really forms a team within a team. We provide nutrition assessments, counselling tools and resources to help clients take control of their nutritional health," said Valerie Johnson, Nutrition Educator and Registered Dietitian with the Family Medicine Centre. "We assess and counsel clients of any age along the lifecycle continuum (referred through Family Medicine) including ailing seniors, younger individuals hoping to improve their nutritional habits, underweight infants, overweight children and adults, with or without diabetes or high blood cholesterol."

A wide range of people from the Family Medicine Centre are referred to see Langer. "I provide nutrition advice for preventative measures. I receive lots of referrals for children, individuals with diabetes, weight loss requests, infants with failure to thrive and obese children." Sharing the patient load has also had an immense impact on the performance of the UFHT clinic. It

not only benefits patients, but the team as well. "The concept is fantastic! There is so much to learn from your colleagues, things get done a lot quicker and it is so much better for patient care," said Langer. "So, clients benefit from an interdisciplinary team care approach where all of their health needs are met in one clinic," added Johnson. "The face of health care is evolving. A Primary Health Care model presents patients with opportunities to access the health care continuum at different points. For example, they can self-refer to a dietitian (before or after seeing a physician) according to their health needs."

In the UFHT and Family Medicine areas, clients can complete a nutrition questionnaire designed to assess nutrition risk and then they will be contacted to arrange an appointment with the dietitian. In Primary Health Care, clients include not just the patient, but also the community, the team and other providers. "As dietitians

See Clinical Dietitian on page 3

Clinical Dietitian continued from page 2 ...

within this team we also have the unique opportunity of being involved in a nutrition education program for the Family Medicine Residency and Clerkship programs offered at the Health Centre," said Johnson. "We help the doctors and students acquire basic skills in nutrition assessment and counselling through an interactive clinic experience. In the process, we demonstrate the role of the dietitian in an

interdisciplinary team approach." Dr. Lynn Wilson, former Chief of Family Medicine, has been a leading force in the UFHT initiative, providing excellent leadership for the team and I give her full kudos. She is a great role model; I really admire her determination and vision, said Johnson. Dr. Wilson has just moved to a new position as Chair of Family Medicine at the University of Toronto.

SJHC New Appointments

DEPARTMENT OF FAMILY AND COMMUNITY MEDICINE

Dr. Lisa Lefebvre
Dr. Linda Weber

DEPARTMENT OF SURGERY

Dr. Ashis Chawla (Service of Urology)

DEPARTMENT OF OBSTETRICS AND GYNAECOLOGY

Dr. David Caloia

NEW CHIEF OF PAEDIATRICS

Dr. Eddy Lau has been appointed as the new Chief of Paediatrics effective September 1, 2007. Dr. Lau has been on staff at SJHC since 2000 and is an Assistant Professor of Paediatrics at the University of Toronto, Faculty of Medicine. Dr. Lau was the 2006 recipient of the SJHC, Medical Staff Teaching Award for Family Resident Teaching in Paediatrics, and the 2007 runner up for both the University of Toronto, Community Paediatrics and the Postgraduate and Undergraduate Teaching Awards.

We would like to thank Dr. Mark Feldman who has completed his second five year term as Chief of Paediatrics - ten years in total as Chief. Mark was instrumental in strengthening our linkages with both the Hospital for Sick Children and the University of Toronto. Under his leadership, dedication, hard work and ongoing contributions to paediatric patient care services, the profile and quality of service provided by the SJHC paediatric team and program is recognized across the GTA.

Clinical Day Register Now

SJHC is pleased to announce that our 52nd Annual Clinical Day will be held on **Friday, November 2, 2007**. The theme for the day is "**Global Health**". Clinical Day serves to bring together physicians and staff from SJHC and our community for a rewarding, educational experience. Last year, over 250 attended including family practitioners, surgeons, nurses, inter-professional staff and community workers and partners.

Dr. Samantha Nutt, Founder and Executive Director, War Child Canada, is this year's keynote speaker. Her presentation "*A Journey into Action*" will take the audience on a compelling journey to the world's most violent flashpoints and examine the challenges facing those communities divided by war. Dr. Nutt will discuss the lessons she's learned from more than a decade of experience working in the arena of global health. Health professionals will be able to find out what they can do to get involved in global issues.

Closing keynote speaker is **Dr. Lynda Redwood-Campbell**, Associate Professor, McMaster University and Chair, International Health Committee, presenting on "*Global Health; from Disasters to Development, and a Bit More*". She will tell real stories from her experiences in disaster, conflict, development overseas and in Canada and challenge you to think about your own involvement in global health issues.

For more information or to register, please call 416-530-6731 or e-mail dapontp@stjoe.on.ca.

Update on Toronto Central LHIN: Implementation Phase Starts



By Rick Edwards
Community Engagement and Urban Health

Previous issues of *In The Community* described the Toronto Central Local Health Integration Network's (TC-LHIN) community engagement process and the resulting Integrated Health Services Plan (IHSP) for Toronto. The June 2007 issue in particular described some of the responsibilities that the TC-LHIN officially assumed as of April 1, 2007.

One of the key responsibilities the TC-LHIN has assumed is to negotiate service accountability agreements with health service providers. The process for the next round of hospital Accountability Agreements, due April 1, 2008, is well under way. Guidelines for the 2008-2010 Hospital Annual Planning Submission (HAPS) process were released in June, and hospitals are working hard to submit their plans and budgets to the TC-LHIN in October. From these plans, Hospital Service Accountability Agreements will be developed, including performance targets specific to each hospital regarding such things as types and volumes of service. In the Toronto setting, where relatively large num-

bers of disadvantaged persons can be found, the TC-LHIN Board is interested to consider performance expectations for hospitals to reduce health inequities, through access-to-care initiatives, for example. A Board Health Inequities Task Force has been established to develop a framework for health equity in the TC-LHIN.

Other key structures of the TC-LHIN have been put in place, in particular the Councils to advise the LHIN on transformation initiatives and the Advisory Panels to ensure that the consumer voice is heard. The Councils - Mental Health & Addictions, Seniors, Energy & Environment Management, Rehabilitation, Health Human Resources, Education & Research, and Back Office Integration - aligned with the TC-LHIN priorities, are now developing their Terms of Reference, Project Charters and work plans that will specify their structures and processes, timelines and accountabilities, and measures to evaluate progress and outcomes. More information on the Councils and Panels can be found at www.torontocentrallhin.on.ca under the Get Involved section. Progress and outcomes are already evident from the TC-LHIN, through

the Hip and Knee Replacement Strategy launched in June, for example. Six hospitals - SJHC, Holland Centre, Mount Sinai, St. Michael's Hospital, Toronto East General Hospital, and Toronto Western Hospital - and teams comprising 155 people are participating in the program. This first phase has identified a way to increase capacity for joint replacement and improve patient outcomes through a single standardized referral, intake and assessment process for patients. More information on the program can be obtained on page 6 of this issue of *In The Community*.

Supporting health service providers in such ways to work together to increase capacity in Toronto's health care system and improve access to care is a primary objective of the TC-LHIN. *In The Community* will continue to monitor and report on the TC-LHIN as progress toward a local integrated health system unfolds. In future, if there are specific areas that you would like covered related to the TC-LHIN, please communicate these to Rick Edwards, Director, Community Engagement and Urban Health at edwarr@stjoe.on.ca or by phone 416-530-6000 ext. 4323.

SJHC's Population Panels Moving Forward

By SJHC Community Engagement & Urban Health Department

St. Joseph's Population Panels are celebrating important milestones, while preparing to launch two new discussion forums. The Seniors' Population Panel has been in operation for one year, and the Mental Health and Addictions Population Panel will be celebrating its two-year anniversary in January 2008. The Population Panels allow the community and the Health Centre to share information and offer recommendations on behalf of each population group.

To date, the Mental Health and Addictions Population Panel (MHAPP) has successfully established a relationship with the Toronto Central LHIN. Laura Pisko-Bezruchko, Senior Director of Planning, Integration and Community Engagement, has participated in two meetings to share information on the LHIN's Integrated Health Services Plan. The MHAPP also has successfully advocated for SJHC to send a letter of support for the establishment of Edmond Place, a much-needed supportive housing project for psychiatric survivors in the Parkdale area. Currently, Panel members are discussing the Personal Health Information Protection Act in relation to the Mental Health Act and what impacts this will have to accessing health information for both patients and their respective support systems.

The Seniors' Population Panel (SPP) has held important wide-ranging discussions about dis-



St. Joseph's Health Centre Seniors' Population Panel participants from left to right, back row: Luba Batogowski, Sandra Metcalf, Catherine Cotton, Sandra Dickau, Richard Edwards, Janet Skelton, Susy Nunes, Dr. Andrew Baker. Front row: Liz Lines, Bea Levis, Mae Couzens Duffy, Lia Laanemets, Jutta Schaaf

charge planning, adverse drug reactions, complex geriatric care needs and service integration across the continuum of care. A common goal for these discussions is to increase the awareness and sensitivity of senior-specific needs for the effective delivery of health care services to this increasing segment of our population. Recently, Dr. Joseph Chandrakanthan from the Centre for Clinical Ethics presented to the SPP and discussed some challenges and ethical principles that underlie end-of-life issues.

TWO NEW PANELS LAUNCHING

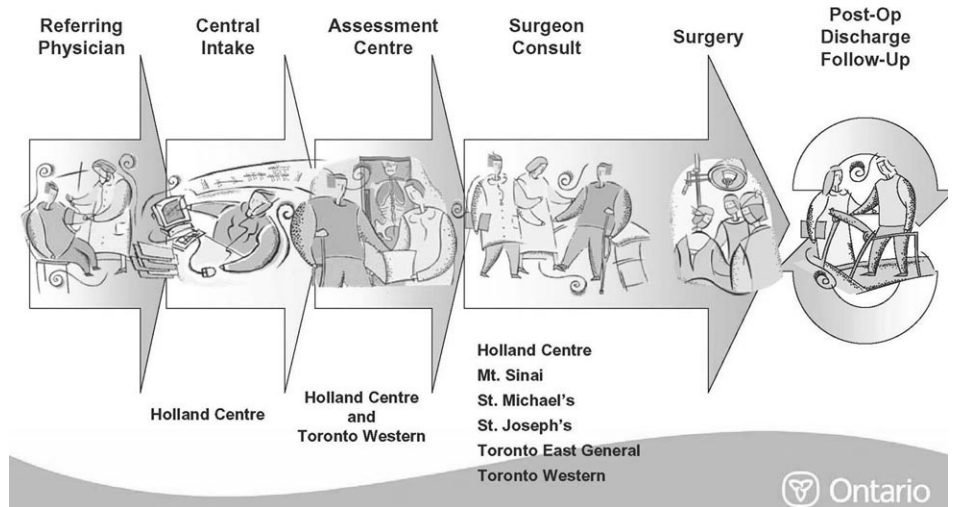
Building on the experience of these two Population Panels, SJHC is planning to launch two additional Panels - one with a focus on women's health and one on newcomer's issues. The Women's Population Panel (WPP) will receive its leadership from the Health Centre's Women's, Children's and Family Health Program (WCFHP) with organizational support provided by the Community Engagement and Urban Health Department (CE&UH). Both departments anticipate that the WPP will help make women's health care needs better

understood throughout the Health Centre. The recruitment of interested Panel participants for the WPP is now underway. Membership criteria for community agency members and consumer/service users are:

- Live or work in the hospital's catchment area of south-west Toronto.
- Use or be familiar with SJHC's services.
- Be interested in and/or familiar with issues that affect health outcomes for women.

The Women's Population Panel will meet on the 4th Thursday of every month, from 4 pm to 5:30 pm at the Health Centre. Childcare will be provided upon request. For more information about the Seniors' and the Women's Population Panel or how to become a Panel member, please contact Jutta Schaaf, Coordinator, CE&UH at 416-530-6000 ext. 3596 or schaaj@stjoe.on.ca. If you are interested in the Mental Health and Addictions Population Panel and the future Newcomers' Population Panel, please contact AnnMarie Marcolin, Manager, CE&UH at 416-530-6000 ext. 3224 or marcoa@stjoe.on.ca.

SJHC Joins Collaborative Hip and Knee Replacement Program



St. Joseph's is participating with the Toronto Central LHIN acute care hospitals in a collaborative Hip and Knee Replacement Program (HKRP). The program seeks to increase the capacity of total joint replacement surgery in the TC-LHIN utilizing a Central Intake referral processing site and multi-disciplinary assessment teams based in two Assessment Centres. The patient will receive a comprehensive physical assessment focusing on clinical, functional and radiological findings to confirm the need for surgical consultation. Patients may choose a surgeon/hospital of their choice or the next available surgeon consult. SJHC will be partnered with the Toronto Western Assessment Centre. Wait times for joint replacement surgery continue to decrease and in April/May, the average wait time for a hip replacement at SJHC was 62 days compared with the provincial average of 108 days. For patients requiring a knee replacement the average wait was 61 days compared with the provincial average of 141 days.

SURGERY AND ONCOLOGY PROGRAM: This program has established Multidisciplinary Cancer Conferences (MCC), as part of a

Cancer Care Ontario Strategy. Composed of surgeons, pathologists, radiologists, oncologists, health professionals and including radiation oncologists from Princess Margaret Hospital, the review of cancer surgical patients will assist with the determination of their course of cancer care. The review will also help to ensure that care is coordinated appropriately so that patients are receiving the right treatment at the right time.

For 2007/08 SJHC received funding for 75 additional cancer surgery procedures. The funding will focus on increasing volumes for breast, colorectal and lung cancer surgery. SJHC has one of the low-

est wait times for hepatobiliary cancer surgery in the province. The Endoscopy Unit has increased access for patients requiring screening colonoscopy by increasing the number of hours available. Physicians may refer patients directly to the Endoscopy Unit by faxing referrals to a dedicated fax line at 416-530-6188. Wait times for cataract surgery continue to decrease and in April/May the average wait time for SJHC was 87 days.

For more information on SJHC's wait times for total hip replacements, total knee replacements and cataract surgery please call 1-877-530-WAIT (9248).

More Updates on SJHC Services

- SJHC welcomed the addition of a new Oncologist to improve access to services.
- We have increased our nursing, clerical and volunteer support within the Oncology Clinic so we can continue to meet our patient's and their family's needs.
- The Oncology Clinic now offers on-site phlebotomy service, providing patients with more convenient laboratory services within the clinic.
- The Ministry of Health and Long-Term Care has chosen SJHC's Diagnostic Imaging Department for a study on best practices within CT and MRI, along with St. Michael's Hospital and University Health Network.

Topping the Charts in Patient Flow and Accessibility at SJHC

By Magda Jarota
Public Affairs

St. Joseph's is one of the first hospitals in Canada to begin implementing a Teletracking system. The Health Centre has been recognized as a high performing hospital, specifically in the Emergency Department in terms of access and flow: reducing the amount of time patients spend waiting, improving the way we care for patients during their hospital stay and improving processes and systems to support our staff in providing quality patient care. This new technology will contribute to the great work that has been done over the last two and a half years.

The Teletracking system allows the Health Centre to plan, prepare

and manage the entire patient flow continuum. "It will decrease the waste on our system and allow us to provide faster, more efficient care to our patients," said David Golding, Access Services Manager, SJHC. "The Teletracking system is basically like a patient GPS, where we are able to manage electronically the flow of patients from the admission process to discharge and allows us to place the right patient in the right bed," explained Golding. "This initiative is about patient safety, providing the right level of care and safe and effective treatment."

The system enhances staff communication, minimizes schedule conflicts and helps identify transport-related delays. "With the real-time status of every bed, we can

send a message to three people at the same time, with the same information; no phone calls," said Golding. It eliminates unnecessary communication steps. "All staff carry a pager that displays information regarding admission and discharge, keeping everyone in the know."

Our Bed Management Suite includes a 50-inch plasma screen that displays all of the beds in the hospital in one place. Each unit is able to see all of their bed information on a screen. "The main highlight is that one office coordinates everything, as opposed to each floor."

With the Teletracking system in place, it is resulting in faster and more efficient patient care.

MRI Services Operating 24 Hours

SJHC has obtained government approval to provide 24-hour MRI services. The change to our Diagnostic Imaging (DI) Department MRI operational hours will help decrease patient wait times for MRI scans, improve patient access to MRI services and keep SJHC inline with the Ontario government's Wait Times Strategy. If you have any questions or concerns, please contact Brian Chan, Manager, Diagnostic Imaging, at 416-530-6019 or Jeannie Menalo, Charge Technologist, MRI, at 416-530-6000 ext. 4121.



SJHC's New Executive Vice President, Clinical and Professional Programs and Services and CNE

Mark Vimir has joined St. Joseph's as the new Executive Vice President, Clinical and Professional Programs and Services and Chief Nurse

Executive. Mark was previously the Vice President, Clinical Operations and Chief Nurse Executive with Trillium Gift of Life Network (TGLN), the provincial agency responsible for organ and tissue donation services across the province. A nurse by profession, Mark has worked in Canada and the United States. Prior to moving to TGLN, Mark worked at St. Michael's Hospital as Director of the Cardiac Program and as Chief Executive Officer of the Cardiac Care Network of Ontario. Mark's experience in network and provincial program development, commitment to patient and family centred care and interprofessional collaborative practice will help SJHC to achieve our Vision to be Canada's Best Community Teaching Hospital.

SJHC Foundation Elects New Chair Kathleen O'Neill

St. Joseph's Health Centre Foundation is pleased to announce the appointment of Kathleen O'Neill, FCA, ICD.D, as Chair of the Foundation Board of Directors.

Kathleen has an extensive background in financial and corporate management. She is a chartered accountant, a Fellow of the Institute of Chartered Accountants of Ontario and has a Bachelor of Commerce degree from the University of Toronto. She was an executive vice-president with the Bank of Montreal until 2005 and, prior to 1995, a partner with PriceWaterhouseCooper. She is a corporate director of MDS Inc., TSX

Group Inc., Finning International Inc., and Canadian Tire Bank. Kathleen is a graduate of the Institute of Corporate Directors education program and is an Institute-certified director. She is also on the board of several other non-profit organizations.

Kathleen's commitment to St. Joseph's is long standing: she is a past chair of the Board of St. Joseph's Health Centre and has served the Health Centre in volunteer leadership roles for over 12 years. "SJHC provides first quality care to the people of west Toronto," Kathleen says. "I'm proud to support St. Joseph's: it's my family and community hospital. The SJHC



Kathleen O'Neill, Chair of SJHC Foundation Board of Directors

Foundation is dedicated to helping the Health Centre achieve its Vision to be the Best Community Teaching Hospital in Canada."



SJHC 2006-2007 Annual Report, *Many Faces. One Mission.* is now available at www.stjoe.on.ca

New Auto-Faxing Initiative for Docs

As part of SJHC's commitment to strengthening linkages with our community physician group, we would like to invite you to participate in a new auto-faxing initiative. This will provide you with more timely and complete sharing of your patient's information following their care at the Health Centre.

Reports that can be faxed include: all Transcribed Reports (e.g. admission notes, discharge summaries, preadmission consults, operative records) and Emergency Department related documents (e.g. ER face sheet and ER consults). To enrol in the program, please contact Linda Walkey at 416-530-6486 ext. 3914 or by email at walkel@stjoe.on.ca to receive the required documentation.

ST. JOSEPH'S
HEALTH CENTRE TORONTO

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

St. Joseph's Health Centre
30 The Queensway, Toronto, Ontario M6R 1B5
T: 416-530-6000 W: www.stjoe.on.ca