



connections

A newsletter for the staff, physicians, volunteers, residents and students of St. Joseph's Health Centre

JANUARY 23, 2012

Inspire Our People

Meet Ellen Malcolmson St. Joe's new interim President

By Kris Scheuer, Communications Associate, Corporate Communications & Public Affairs

Carolyn Baker stepped down as the Health Centre's President and CEO on January 13 to focus on a serious, personal health issue. The hospital's Board appointed Ellen Malcolmson as Interim President.

On Ellen's first day as President, January 16, she reflected on her mixed emotions of taking over under these circumstances and the challenges and rewards of filling these shoes on an interim basis.

"My thoughts are very much with Carolyn as she goes through this health challenge," Ellen said. "I feel very, very humbled to have the opportunity to be of service to the Health Centre in this way, at this point in time because I know it's a challenging transition and not anything that anyone planned for."

"My goal is to provide stability for the organization during this

transition period and to work with the Board and other key stakeholders to complete a search for a permanent CEO who will be here for a longer term," she said. "We expect that could take as long as six months."

"My role as interim president is truly to support the team. The heart and soul of this hospital is really the front line providers, the nurses, the physicians, the people in the cafeteria and environmental services — to our patients, they are 'the hospital'," Ellen said. "The core and the heart of the place is the people who care for patients. A hospital is such a team effort it can't be about one person."

Ellen was chair of the Board's Quality Committee and Compensation Committee.

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My Foundation

A hair-raising event for St. Joe's: family shaves their heads to honour mother and help others

Rob Duncan started growing his hair when his mother Joyce needed a wig following rounds of chemotherapy. "I planned to grow eight inches and then shave it so I could donate it to charity," he says. "But when my mother died, everything changed."

Rob's haircut turned into The Great Duncan Hair Affair that has raised \$15,000 to support St. Joseph's Health Centre — a tribute to Joyce Duncan who spent her final days at St. Joe's following a courageous battle with cancer.

"When my mom was sick, we had been to so many hospitals for care, but in the end, she came to St. Joe's by ambulance and we knew she wouldn't be coming home," says Rob. "St. Joe's was there for us when it mattered. Our family saw a grief counsellor every day, the medical team anticipated our needs and they gave us the quiet space we needed to say goodbye."

Rob and his family — father Cam, sister Arleigh and wife Beki — say this lasting impression inspired them to turn their mother's passing into an event paying tribute to her memory, and helping others at the same time. The Great Duncan Hair Affair supports the Lori's Legacy Fund, which recognizes the memory of another young woman who passed away in 1996 and has resulted in 26 specially designed patient rooms called Lori's Rooms, including one where Joyce Duncan was cared for while at St. Joe's. "Lori's Room helped us when we needed it and we felt this was a wonderful way to give back and, in turn, help others."

On October 23, the Duncan family held a haircutting event that brought out almost 100 people to support the cause and see Rob finally shave his head, two years after his mother's passing, on what would have been her 65th birthday. Beki also shaved her head, surprising many, but as she says, "it was



The Duncan family raised \$15,000 in memory of Joyce Duncan, their mother and wife, who passed away at St. Joe's two years ago. Left to right: Robert, Cam, Arleigh, Beki, along with Rob and Beki's children Mira and Liam.

important that this was a family affair. Besides, hair can always grow back!"

"We pulled in a lot of favours in order to get ready," says sister Arleigh. "And we couldn't have done it without the auction donors, the musicians and everyone who volunteered."

The event raised \$3,800, but by reaching out to family, friends, colleagues and others, the family raised more than \$11,000 to reach their \$15,000 goal. "The funds raised allowed us to name a room at St. Joe's in our mother's memory," says Rob. "It's amazing to see how generous people have been in supporting our cause, and Mom's family and friends are all so proud to have helped hang a plaque in her honour."

There are many ways to support St. Joe's. To find out more, call our Foundation office at 416-530-6704, [click here](#) to visit us online or stop by to see us on the fifth floor of the Sunnyside building. To read more about the Duncan family and the Great Duncan Hair Affair, visit their website by [clicking here](#).

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She has resigned from those committees and her Board position, but in her new role as interim President of the Health Centre, she will serve as a non-voting member of the Board.

“As a Board member when I chaired the Quality Committee, I understood how the indicators fit together and what I am really looking forward to is seeing how those indicators come to life,” said Ellen. “To me quality and patient safety are everything. That’s why we are here.”

She adds, “I recognize I have a lot to learn about this place and the good news is...I now have 2,000 teachers (staff and physicians) who can guide me and who are totally committed to our Mission, Vision and Values. I look forward to meeting everyone and understanding how they contribute to serving our patients and how I can support them in their work.”

Ellen said she looks forward to taking part in ‘The Wall’ meetings where the hospital’s Senior Leadership Team, managers and directors meet weekly to discuss progress on our Big Aim quality indicators to increase patient safety.

Ellen brings with her decades of experience in senior leadership roles at Bell Canada, its subsidiary Expertech Network Installation, and the Canadian Diabetes Association. While the corporate world is ‘very different’ from the public sector, there are some crossover skills.

“What I do know is a hospital is a complicated organization with lots of moving pieces and I have lots of experience running really big, really complicated organizations with lots of moving pieces,” said Ellen. “The difference to me is moving into an organization where the work is such important work and where the real goal is to fulfill the Mission of the Sisters of St. Joseph.”

The Health Centre was founded by the Sisters of St. Joseph in 1921 and as a Catholic community teaching hospital we are committed to providing services that reflect the values of respect, dignity and compassion.

Ellen lives a 10-minute drive from the Health Centre, is married and has two grown children: a son who is doing his residency in rural medicine in Owen Sound and a daughter who completed a Bachelor of Fine Arts in Fashion Design in New York. Ellen is currently enrolled in a long-distance course in Executive Coaching at Royal Roads University in British Columbia.

The 2012 Legend Awards are open for submission

The Legend Awards were introduced in 2005 to formally recognize individuals and teams who consistently demonstrated extraordinary achievements and consistently exemplified our Mission and Values.

The nomination process requires the completion of documentation that specifically identifies how the individual or team lives a specific value and commits an extraordinary effort towards ensuring our Mission and Values are lived every day.

Please refer to the Nomination Guidelines for criteria and requirements to determine the appropriate value for which to nominate the individual or team.

The Guidelines and Nomination Forms are available online or in the Spiritual and Religious Care Office, room 1E 105. Please return the Nomination Form and any supplementary documentation to the Spiritual and Religious Care Office by Friday, January 27, 2012. The awards will be conferred during Mission Day celebrations on Tuesday, March 20, 2012.

Please [click here](#) to refer to our website for a list of winners from year’s past.

Enhance the Health of the Communities We Serve

Dr. Graham Berlyne becomes Chief of Medicine

By Kris Scheuer, Communications Associate, Corporate Communications & Public Affairs

Dr. Graham Berlyne is a respirologist at St. Joseph's and recently took on the additional positions of Chief of Medicine, plus Medical Chief of Medicine, Ambulatory, Seniors Health (MASH).

Berlyne is focused on helping the hospital achieve its commitments to improve the quality of the care we deliver to patients every day. "The Chief of Medicine's primary responsibility is to help lead the physician body in the hospital in the Department of Medicine...to ensure we are delivering high quality care in a safe, reliable fashion," explained Dr. Berlyne.

One of Berlyne's priorities is to help our hospital achieve its Quality Improvement Plan, which targets key areas including increasing our hand hygiene compliance rate. These priorities are the right thing to do for patients.

One way we improve the care we deliver is with meetings, audits

and staff rounds to discuss and investigate issues around patient safety, he said. We also look at best medical practices and present evidence based information to staff in weekly educational sessions called Grand Rounds. In an effort to be accountable and transparent, we also publicly disclose Patient Safety Indicators on our website.

Dr. Berlyne is also Chief of Medicine of our MASH program. One of the big focuses here is on our senior patients some of whom have multiple, complex health care issues. The goal is for patients to be in the right place, receiving the right care, at the right time.

And Dr. Berlyne is also a full-time respirologist at the Health Centre and has received some public praise on the Internet from patients commending his great bedside manner. "It's nothing to do with being a doctor. It's to do with being a human being," he said. "There are some skills



related to how you deal with people that comes with experience and some of it is innate."

"With all the chronic diseases (I treat), it allows me to form long-term relationships with patients...I treat people as I'd want to be treated myself and I try to remember that," he concluded. "I try and listen to what they (patients) have to say. There is a particular skill of how to deal with people's problems and not make them feel they are being hurried along."



Connections is the official newsletter for the staff, physicians, volunteers, students and residents of St. Joseph's Health Centre. This is your newsletter and we'd like your feedback. For comments or questions about this issue, or if you would like to contribute to a future issue, please contact the editor, Tanya Kavcic, Junior Associate, Corporate Communication & Public Affairs, via e-mail at kavcit@stjoe.on.ca.

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