



connections

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

OCTOBER 17, 2011

Celebrating our fourth annual Interprofessional Education Week: October 17 - 21!

As a community teaching hospital, it is important that our health-care professionals learn about each other and train together. We also teach students who are coming into the hospital setting the same way.

By learning together as teams it helps us shape the way we care for and with our patients. At St. Joe's, we call this "learning with, from and about each other."

This week we are celebrating Interprofessional Education and Collaboration because teamwork is crucial to the success of a community hospital. It increases communication between our caregivers and our patients, and reduces duplication and errors - this gives patients safer care. Working together as teams also leads to improved quality of care, better outcomes and ultimately an improved patient experience.

Communicating in real time: learning and sharing as teams

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

Carole Freeman had pain for a decade before having her right shoulder replaced at St. Joseph's. She credits the teamwork of her surgeon Dr. Amr ElMaraghy and physiotherapist Kinny Quan Velanoski for her excellent recovery. Our clinicians work together as teams so they can share their expertise from their diverse backgrounds and make decisions together with the patient and their family involved every step of the way.

Both Quan Velanoski and Dr. ElMaraghy collaborated with Freeman on what the best care plan would be so she could achieve the best results after her shoulder replacement.

When Freeman was in the hospital, a physiotherapist visited her the day after surgery to tell her what she

could do once discharged from St. Joseph's to get started on recovery at home. For several months Freeman continued to come back to us for follow-up physiotherapy appointments.

Dr. ElMaraghy gave Freeman a multi-paged handout of exercises, stretches and a description of how she should progress with her physiotherapy post-surgery. While she was great with the stretching routines, she had trouble at first mastering the physiotherapy strengthening exercises. So physiotherapist Quan Velanoski came with Freeman to at least two of her appointments with Dr. ElMaraghy, who explained he put Freeman's prosthetic shoulder in at an angle and suggested that she hold off on strengthening for a few weeks. The

interprofessional team worked with Freeman to modify her care plan, which resulted in a successful recovery. "I don't think that would have happened if they weren't in the same hospital," said Freeman. "It makes a difference the physiotherapist is in the hospital working (and talking) with the surgeon. In my case it proved (collaboration) worked."

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St. Joe's uses trendsetting technology to educate and promote employee interaction

By Tanya Kavcic, Junior Associate, Corporate Communications and Public Affairs

While working towards completing her Masters of Science and Community Health at the University of Toronto, Marie Eason-Klatt, Occupational Therapist and Professional Practice Leader for Outpatient Rehabilitation, stumbled upon an innovation that has changed the way we teach, learn and interact at St. Joe's.

"Part of a course project required me to do some large group lecturing and in developing my lectures, I learned about the iClickers," said Eason-Klatt. "I was impressed with the technology and how it made the lectures much more interactive. I began looking at the iClickers as a means to facilitate interprofessional and interactive education."

The iClickers use audience response technology and work in combination with presentation software to allow a person to pose multiple-choice questions to an audience. Data from the anonymous responses is collected instantly giving the facilitator the opportunity to ask questions and start a dialogue incorporating everyone's opinion.

"If a group of professionals are engaged in a learning conference, the instructor can pose a technical clinical question to the group and allow participants to work out the best answer to the question," said Eason-Klatt. "Some participants may have more background knowledge on a particular topic but the group is working together and sharing information while learning."

When Eason-Klatt was a university student 30 years ago, education and learning was delivered via lectures and hands-on labs. Today, students are engaged in interactive

lectures and small group learning situations. "Professors are starting to incorporate group work into their lessons. No matter what field of work you go into, work is done in teams. Learning to work in a group is an important skill for anyone, especially health-care professionals."

The iClickers have quickly gained popularity at St. Joe's. Michael Heffer, Director of Pharmacy and Interprofessional Practice, has used them in his interprofessional workshop sessions. In November, Eason-Klatt will be taking them to Tucson, Arizona for a conference where she will conduct a session on effectively using iClickers in a health-care centre.

"If you create an environment where people feel respected, they will be more willing to share and interact with each other. Our focus on interprofessional education helps build respect and trust among staff. More importantly, we can create an environment where we can work towards our maximum skill practice," said Eason-Klatt. "St. Joe's is taking a holistic approach to what we're doing. We are creating an environment where we can offer the best care for our patients by being able to assist and share with other team members."



Marie Eason-Klatt brings her iClicker expertise to St. Joe's.

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Quan Velanoski said because she met with Freeman and the surgeon together at the same time, it really helped to make sure that everyone was on the same page and working together for the best results.

This is St. Joseph's staff learning from each other and sharing clinical knowledge to provide the best care. "I am learning from him and Dr. Amr ElMaraghy is learning from me. You feel you are part of a team," said Quan Velanoski. Dr. ElMaraghy

agrees. "I can give Quan Velanoski the heads up on what to expect (for the patient). That's crucial to optimize every individual result," he said. "Communication at St. Joe's is in real time."

The fact there is outpatient physiotherapy at St. Joseph's means that teamwork can happen more often and include face to face meetings with the patient involved. It is a patient-centred approach that aligns with our goal to have the best people providing the best quality care for the best results.



Left to right: Kinny Quan Velanoski, Carole Freeman and Dr. Amr ElMaraghy.

Learning from the best and share our success

By Tanya Kavcic, Junior Associate, Corporate Communications and Public Affairs

For the second year, St. Joe's held an Arthritis Conference on September 17, 2011. The conference brought together many professionals from different areas within the hospital including physicians, occupational therapists, physiotherapists, family doctors, nurses, chiropractors and pharmacists. In light of our Interprofessional Education (IPE) Week, it is vital to remember the significance and importance of bringing staff from different disciplines together to facilitate better patient-centered care.

"The Arthritis Conference teaches doctors and other health professionals how to treat and understand patients with arthritis to provide the best patient care," said Dr. Jonathan Stein, Head of Rheumatology at St. Joe's. "More importantly, these conferences bring together professionals from different areas of medicine and allows them to collaborate and think more broadly about how to treat patients. It is about diverse groups of people coming together to learn with and from each other."

The Arthritis Conference opened with didactic sessions about degenerative back disease and the management of inflammatory back pain. Attendees participated in a panel discussion about issues related to managing chronic back pain. Panel members were from different areas of health care including chiropractics, sports medicine and pharmacy. To



Dr. Jonathan Stein delivered a presentation on the diagnosis and treatment of spondylitis, a disease that causes joint inflammation between the spinal bones.

conclude the day, participants were divided into smaller groups for concurrent presentations and discussions.

"Everyone comes from a different background and has their views. Sometimes they get stuck in a way of thinking," said Stein. "These conferences allow for open discussions where participants can challenge their way of thinking and be open to different ideas. When you work with people from other areas in medicine, you learn multiple ways to approach a patient's problem."

Stein has worked at St. Joe's since 2008 and operates a private clinic outside the hospital. "I'm in a field that allows me to work with and learn from other professionals. The opportunities for research, education and teaching are endless."

Celebrating Interprofessional Education Week

INTERPROFESSIONAL SKILLS FAIR

**Wednesday, October 19
10 a.m. to 3 p.m.
in the Cafeteria**

Everyone is encouraged to mark their calendars and check out this drop in event featuring interactive activities and displays from a broad variety of our health professions.

It provides a chance to brush up on clinical/professional skills and to learn about the roles of different health professions/departments.

Highlights

- Snacks available
- Enter to win door prizes
- Feature Presentations from 11:45 a.m. to 12:30 p.m.
- Patient Declaration of Values poster contest

Displays include:

Addictions Services "Integrating Smoking Cessation into Daily Nursing Practice"

Delirium Assessment - Nursing
Diabetes Education

Housekeeping/Portering

Infection Control

Nutrition Services

SJHC Foundation

Volunteer Services

... and lots more!

St. Joe's Interprofessional Journal Club promotes collaboration and learning

By Tanya Kavcic, Junior Associate, Corporate Communications and Public Affairs

Every other month, St. Joe's staff and students are invited to participate in our Interprofessional (IP) Journal Club meetings. The club provides a unique opportunity for diverse staff and students to learn together and discuss topics related to interprofessional collaboration and ways St. Joe's can strengthen education and promote teamwork in order to provide better care for our patients.

The IP Journal Club started in July 2010, emerging from one originally started by St. Joe's nurses and moderated by education coordinators. With the formation of the Interprofessional Education and Collaboration Department, the opportunity arose to build on previous successes and form a new journal club that brought together staff and students from different areas of the hospital.

There are currently six facilitators for the journal club from different areas within St. Joe's reinforcing the interprofessional aspect of the program: Jeff Dionne, Clinical Coordinator for Respiratory Therapy; Erin Doherty, Education Coordinator for Medicine, Ambulatory and Seniors' Health Program; Ana Jeremic, Manager of Library Services; Jerry Maniate, MD/Oncologist and Director of Medical Education; Elizabeth McLaney, Director of Interprofessional Education and Collaboration; and Christine Parkes, Education Coordinator for Medicine, Ambulatory and Seniors' Health Program.

The journal club has four key objectives: promote ongoing professional development, support evidence based practice, advance interprofessional learning and supplement communication with colleagues. At each



Interprofessional Journal Club facilitators from left to right: Jerry Maniate, Ana Jeremic, Jeff Dionne, Erin Doherty, Christine Parkes and Elizabeth McLaney.

meeting, one facilitator is responsible for choosing an article and creating discussion questions based on our core competencies for collaboration – trust and respect; knowledge of roles; appreciating differences and conflict resolution; willingness to share power and shared decision making. After one year, 91% of attendees felt having both staff and student participation led to meaningful and rich discussions. Better yet, participants felt the journal club has supported improved collaboration with colleagues. Ivan Shing-Won Lung, a journal club participant, studied Nursing at Ryerson University and has been working at St. Joe's for four years. "The journal club is for everyone. It is a great way to meet and talk to staff that you normally don't see or speak to," said Shing-Won Lung, who currently works in the Emergency Department. "Bringing diverse experience and disciplines to the meetings helps the journal club be interprofessional."

The journal club is consistent with the University of Toronto's interprofessional education curriculum. Students can attend meeting sessions as one of their required interprofessional learning experiences. The journal club has been formally approved through the university's Centre for Interprofessional Education as an elective credit toward the curriculum.