



# connections

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

JANUARY 2012

This special issue of *Connections* celebrates all of the work that we have all done and the milestones we have enjoyed together under the leadership of Carolyn Baker.

Since 2007 Carolyn Baker has been our trusted leader. She is proud to have worked at St. Joe's, and proud of what our organization has built together as a team over the past five years. In her last email to the organization as she announced her plans to step down because of health reasons, she called her role as President and Chief Executive Officer "absolutely the best job in the whole world".

She signed off by letting each and every one of us know how special we were to her and to the patients that we serve. Without the dedication to providing the safest and most reliable care that is demonstrated by every person who wears a St. Joe's ID badge, whether you work in a clinical profession or in an administrative role, she said there is no progress. And this organization has done some incredible things over the last five years.

This special issue of *Connections* celebrates the work that we have all done and the milestones we have all enjoyed together under the leadership of Carolyn. We have selected some highlights since 2007 and we hope this gives you a chance to pause and reflect on our great teamwork at St. Joe's.

*"Great things are done by a series of small things brought together." - Vincent van Gogh*



## I N S I D E

*Special issue of Connections*

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## Shaping the future of St. Joe's and charting our course for the last five years

Completed two successful Accreditation processes - and ate a lot of cake!



PEOPLE CARE  
ST. JOE'S  
THE BEST STUDENTS  
VALUE

We have launched two successful three-year Strategic Plans refocused into five Success Factors that we all have come to know so well: Put Patients First, Enhance the Health of the Communities we Serve, Inspire our People, Create a Culture of Inquiry and Innovation & Use our Resources Wisely. These have framed the work that we do in caring for the 500,000 plus people who live in our catchment area.



We launched the largest clinical project in our history!



Celebrated our successes in four online Annual Reports.

We have talked about and measured our performance on a weekly basis at "The Wall" - looking for ways to improve and highlighting the things that we are doing well.

Rolled out transformational changes that have impacted the way we work beginning with the Lean Philosophy and Access and Flow and more recently, with Releasing Time to Care.





Broke new ground on the Our Lady of Mercy Patient Care Wing while paying tribute to our roots in our Mission and the legacy of the Sisters of St. Joseph.



And cleaned up our grounds every year during Earth Day as part of our commitment to our green strategy.



Spring Clean is back and coming to your area during the week of June 7 – 11!



Our Lean in action!

As patients, you told us that you value:

- Caring
- Partnering with you in your care
- Involving you and your family in your care
- Being informed about your care
- Quality care

Developed our Patient Declaration of Values and Launched our Patient Experience Rounds

We've been instrumental in helping to pioneer the early development of Interprofessional Practice which has expanded across the GTA and beyond. We've celebrated our achievements in Interprofessional Education and Collaboration because teamwork is crucial to delivering patient centred care.



## Did you know .....

**Since 2007 when Carolyn took over as President and CEO:**

**355,733** patients were treated in our Emergency Department.

**84,615** patients have been admitted to the Health Centre.

**5,433** visitors have read Carolyn's Blog posts.

**750** new employees have been greeted by Carolyn during St. Joe's monthly employee orientation.

**1,116** employees have been thanked for their years of service by Carolyn at our annual Service Award Teas.

**320** turkeys have been cooked and consumed during St. Joe's annual staff Christmas lunch.

**90 days** was all it took Carolyn after she started her CEO role to change the colour of our *Connections* template from the old green to this corporate blue colour! (*a good change if we do say so!*).

**154** "Wall Report" meetings have been held every Wednesday morning since we started in 2009.

**46** *Let's Talk About It...A Town Hall with Carolyn Baker* have been held.



We took our lumps with weather and ran like the wind in our Fun Run Event.



We Put Patients First by providing the safest health care and by protecting ourselves when we rolled up our sleeves to get the flu shot!



*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](mailto:kavcit@stjoe.on.ca).

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