



# connections

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

APRIL 6, 2010

## Creating a Culture of Inquiry and Innovation

### Registered Nurses' Association of Ontario Hosts Dynamic Smoking Cessation Workshop at St. Joseph's Health Centre

On Tuesday, March 30, the Registered Nurses' Association of Ontario (RNAO) held a dynamic one-day smoking cessation workshop at St. Joseph's Health Centre. Angie Catalano, Educator, Mental Health & Addictions program, and Dan Land, Program Director, organized the event and a portion of the workshop focused on smoking cessation interventions specifically for the Mental Health population.

Nurses and members of the interprofessional team from over 20 organizations across Ontario attended the workshop where they received tools and resources to

assist with implementation of evidence-based practice.

The learning outcomes of the workshop included how to implement the RNAO Best Practice Guideline "Integrating Smoking Cessation into Daily Nursing Practice", effective smoking cessation counseling techniques and brief intervention strategies. Ultimately, the participants will walk away as a "RNAO Smoking Cessation Best Practice Champion" for their organization.

"This training session dovetails perfectly with the Stop Smoking Initiative that the Mental Health & Addictions program has been

working on for the past five months," said Catalano. "With the information they provided and the tools that we were given I will be able to take what I have learned and share it with other educators and clinicians at St. Joe's."

Smoking is the number one preventable cause of premature death and illness in Ontario, and therefore smoking cessation is a critical issue for today's nurses. Now "Champions" at St. Joseph's have been trained to effectively counsel clients and are eligible to receive support through the RNAO and their fellow "Champions" across Ontario.



*The crowd of 50 health care providers from over 20 organizations across Ontario gather on Tuesday, March 30 for the Smoking Cessation Workshop. The event, put on by the Registered Nurses Association of Ontario was hosted at St. Joseph's Health Centre.*

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# Putting Patients First and Using Our Resources Wisely

## Single Sign On means One Patient, One Record, One Password!

By Sabrina Divell, Chief, Corporate Communications & Public Affairs

We've got a question for St. Joseph's clinicians and clerks: are you tired of trying to remember too many Passwords?

During the development of the eCare strategy, clinicians identified that it was time consuming having to enter multiple passwords for different applications throughout their shifts.

Thanks to your feedback, Information Services and the eCare team have been able to address this challenge you helped to identify with the use of Single Sign On (SSO).

This new technology will now allow clinicians and clerks to streamline the logon process and account management. Users will now only have to log in once to gain access to multiple applications without being prompted to logon to each application.

SSO is launching in phases with the first "go live date" being April 7 on 7M, said Bohdan Sadovy, Project Manager for SSO. SSO will then roll out to the ICU, CCU, NICU, 4M and 2E.

"These units have been part of the project team from the beginning and were involved in the detailed planning stages of SSO," said Bohdan

who credits the Patient Care Managers, team leaders and front line staff from these areas for helping to champion this project. "The planning and development of this has been very collaborative."

Once the 'lessons learned' are collected from rollout in these areas, a strategy will be developed to launch SSO in workstations used by multiple users throughout the rest of the Health Centre.

*Users will now only have to log in once to gain access to multiple applications without being prompted to logon to each application.*

So what are the benefits? There are quite a few, but the biggest ones for staff, says Bohdan, are that clinicians will be able to quickly and securely authenticate to the network and gain access to multiple applications without the need to enter their user names and passwords.

"I believe that Single Sign On will benefit front line staff in a number of ways. First and foremost, it will streamline their access to clinical applications throughout their shift -

they will no longer have to type in multiple passwords for multiple applications. This will save time," said Shirley Pullan, Patient Care Manager for 7M who is a member of the project team. "Also, it will enable each clinician to quickly and conveniently access their GroupWise e-mail account - this is the official vehicle for communication from the PCM and from Public Affairs regarding important announcements and up dates."

On shared computers where there are multiple users, it will also allow for fast user switching. "We will install Tap&Go devices that will allow users to use their hospital ID cards to just tap on the device and log onto the computer," he said.

The SSO system also comes with a self service password reset feature where the users will be able to set up answers to authentication questions and reset their passwords to the network without having to call Help Desk.

"It's a bit of a change, but feedback from demos has been very positive and clinicians see the value and benefit of SSO," said Bohdan.

We are an organization of multiple applications. One patient, One record, One password is the new SSO motto!

# Inspire Our People while Using Resources Wisely

## Parking Frequently Asked Questions

by John Gilbert, Security Guard

As a security department we are asked a number of different questions when it comes to parking and enforcement, here are some common questions raised by visitors, patients and staff:



**Q: Where can I park since there is limited parking?**

**A:** Here at SJHC we have a parking garage on Sunnyside Avenue just north of The Queensway that is open 24/7 and can usually accommodate most of your parking needs. There is public parking on some of the side streets which is monitored by Toronto Police – Parking Enforcement. We also have our new parking area by the Emergency Department.

**Q: How do I purchase a parking ticket?**

**A:** There are numerous Pay and Display Machines throughout the parking garage. There are more machines near the Emergency Department, Tranquility entrance and the East entrance.

**Q: Where do I place the parking receipt?**

**A:** Place the parking receipt face up on the dashboard of your vehicle to avoid getting a parking ticket from Park Link Parking Enforcement.

**Q: What if I have a disabled permit, do I have to pay for parking?**

**A:** All parking visitors, patients, and staff must pay for parking.

**Q: Can I park in the Emergency Department laneway?**

**A:** The Emergency Department laneway is reserved for Emergency vehicles only. You can park there for a moment to drop off or pick up a patient.

**Q: Who gave me this parking ticket?**

**A:** Parking tickets are issued by Park Link which is contracted by SJHC and not the Security department.

**Q: Who do I call if I have a complaint?**

**A:** Concerns about parking issues can be forwarded to Bernice Yee, Director of Nutrition and Commercial Operations at (416) 530-6000.

## Lori's Legacy Walkathon has come to an end after 10 years of dedicated support

After 10 years of hard work, dedication and countless hours spent soliciting support, the Lori's Legacy Fund has come to the decision to end the Lori's Legacy Walkathon.

Thank you to the Lori's Legacy Committee, volunteers and St. Joseph's staff for your commitment to improving the care of patients who are experiencing cancer and cancer treatment at St. Joseph's.

Thank you to the Martin family for your tireless efforts in raising awareness and funds in memory of Lori.

We wish you the best.

# Enhancing the Health of the Communities we Serve

## Warnaco shows their support for 7M

by Juanita Forde McDermott, Development Officer, SJHC Foundation

Thanks to the generosity of Warnaco Company of Canada, patients of St. Joseph's Mental Health Unit can maintain their dignity while receiving care.

Warnaco has kindly donated samples of men's and women's undergarments and nightclothes to 7M/PICU. Patient Care Manager, Shirley Pullan explains that the unit's need for personal items such as undergarments is great. "Many of our patients are self-conscious about their clothing, arriving here with what's on their backs and nothing more. Oftentimes, the clothes they arrive in are in such disarray that it's nice to be able to replace those items with something that is in good condition."

St. Joe's receives second-hand clothing donations throughout the year, but for obvious reasons, undergarments are not something we can accept second-hand.

Warnaco Company of Canada is associated with such brands as Calvin Klein, Warners, and Olga to name a few. As a result of Warnaco's generosity, the staff of 7M/PICU will be able to maintain a new standard of care. Patients discharged will have the appropriate attire, something many of us take for granted.

Thank you to Warnaco Company of Canada!



Left to right: Shirley Pullan, Patient Care Manager, 7M/PICU and Juanita Forde McDermott, Development Officer, SJHC Foundation.

7M/PICU is starting its Spring and Summer clothing drive. Our patients are in need of clothing that is in good condition and in season. For example, Spring jackets, lightweight shirts and pants. Please contact Shirley Pullan, Patient Care Manager, at extension 3340, or [pullas@stjoe.on.ca](mailto:pullas@stjoe.on.ca) for more information.