



connections

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

JUNE 7, 2010

Enhancing the Health of the Communities we Serve

SJHC Recognizes Senior's Month with a Presentation on Elder Abuse – the “hidden crime”

by Jutta Schaaf, Coordinator, Community Engagement and Urban Health

While often unrecognized and under-reported, elder abuse is a serious and growing concern with widespread health, economic and social cost attached to it. The rate of abuse of older adults in Ontario is estimated to be between two to 10%, or 32,000 to 160,000 older adults who are facing abuse.

Elder abuse is a complex problem that can happen any time, anywhere, and to any senior. This hidden crime crosses any cultural, religious and socio-economic statues. It can take place in a person's home, in a residential setting, long-term care home, or in the community.

Types of elder abuse include financial, neglect, violation of rights, physical, sexual, emotional/psychological abuse and systemic abuse.

According to Spencer (2002), the most common profile of an abused older adult includes: being over the age of 75, widowed or living alone, socially isolated, under the control or influence of the abuser, with some degree of mental incapacity and some degree of physical frailty.

To combat elder abuse, the Ontario government has created an elder abuse strategy, committing \$4.33 million over five years.

To learn more about the abuse of older adults, St. Joseph's Health Centre will be hosting a lunch time session in recognition of Seniors' Month:

Date: June 16, 2010
Time: 12:00 p.m. to 1:00 p.m.
Place: Education Centre A & B

Presenters will be Monita Persaud, Regional Consultant with Ontario Network for the Prevention of Elder Abuse (ONPEA) and Leah Cohen, Senior Coordinator with the National Initiative for the Care of the Elderly (NICE).

All are welcome. Lunch will be provided for the first 50 people. For any further information about this event or the article, please contact Jutta Schaaf at 416-530-6000 ext. 3596.

INSIDE

Quality and Safety Insert

WCFH Program focuses on Primary Care	2
G20 Summit - Knowing Your Health Care Options	3
Tunnel Retrofit Project	3
Values Integration and Values-based Practice Study to enhance Quality and Safety	4

Putting Patients First by Providing the Safest Care

Women's Children's and Family Health Program focus on Primary Care to Support our Quality and Safety Strategy

Ensuring a patient has adequate and appropriate primary care helps to keep members of our community, especially those with chronic diseases such as diabetes, hypertension and renal disease out of the hospital through proper care, frequent testing and continued monitoring. If a patient must come into hospital, discharge is faster and easier because of the access to a primary care physician and their ability to closely monitor the patient's condition.

To ensure that SJHC clients who live in our community have access to primary care, the WCFH Program and specifically the Family Medicine/Urban Family Health Team (FM/FHT) is committed to increasing the patient roster from the current 4,300 to 5,000 by the end of March 31, 2011 in order to Enhance the Health of the Communities we Serve while supporting the Health Centre's Big Aim, to Put Our Patients First by providing the safest care.

Primary care is the foundation of comprehensive health care and its goal is to keep patients as healthy as possible through life's continuum from birth to death. In order to be healthy and stay healthy, it is important to start primary care relationships as soon as possible. Any baby born at SJHC, whose family lives in the catchment area, is connected by the Family Birthing Centre staff with the FM/FHT unit, and is assessed within 72 hours of discharge as best practices dictate. The rest of the family

will receive an appointment for a 'meet and greet' with a family physician or primary care nurse practitioner and subsequently added to the roster. To be proactive, the primary care team will send a letter to our obstetricians and midwives encouraging them to refer pregnant women who live in our community to the family health team prior to giving birth.

"This way, if we are able to set the mother up with a family physician at SJHC, when their child is born, family connections to the Health Centre have already been made," said Trish Crawford, Administrative Program Director, Women's, Children's and Family Health Program.

Increasingly the Ministry of Health and Long-Term Care is focusing on the prevention and management of chronic diseases such as diabetes and hypertension, both of which can result in renal disease, amputations, loss of sight and other profound effects. Our Family Health Team is focusing on three indicators recommended as best practices. We are monitoring our diabetic patients to ensure that they have a blood test for glycated hemoglobin (HgbA1C) every six months, a blood test for cholesterol levels every year, and an eye exam that monitors the health of the retina at least every two years.

"The Program also has a strong focus on chronic disease management, specifically our patients who are living with diabetes," said Crawford.

"Identifying all patients with diabetes and tracking that they are having the right tests done in the right time frame is key to the success of providing the safest care to this population."

In order to effectively prevent and monitor chronic disease in 5,000 rostered patients, an electronic medical record (EMR) is required. We are currently implementing a solution that will see a fully functioning EMR by the end of 2010. The EMR provides flags and tools that assist the physician, nurse practitioner and other health professions with the information needed to follow-up with patients whose results are out of a safe range and those who are not actively engaged in the monitoring process. Funding for the purchase and implementation of the EMR has been provided in partnership between SJHC, OntarioMD and FHT funding.

"These initiatives in the WCFH program are aimed at keeping our patients healthy and connected to the care they need, when they need it," said Crawford.

Read on to learn more about what our Surgery and Oncology Program is doing to support quality care and patient safety at St. Joseph's Health Centre in the Quality Insert.

The Centre for Clinical Ethics in partnership with Spiritual and Religious Care have teamed up on their Quality Strategy and you can find out about what they're doing on page four of this issue.

Preparing for the G20 Summit in Toronto and Knowing your Health Care Options

As you know, the G20 Summit will be held in Toronto on June 26 and 27th. It's impossible to predict the impact this will have on the downtown core, but we are anticipating major disruptions in public transportation and heavy traffic in Toronto beginning June 21 until the Summit ends on June 27.

If you are a patient, you should plan ahead and allow for extra travel time in order to make your scheduled appointments – especially on June 25, 26 and 27th.

While we are not planning any changes to our scheduled services AT THIS TIME due to the G20 we are monitoring the planning and will make changes as needed between June 21 through to June 27.

During this time, you can help us by knowing all of your health care options so patients with the most serious conditions are seen first in our Emergency Department. If your condition is not urgent, here are some other options that you may want to consider to get the care that you need:

- If your condition is not urgent, you can call Telehealth Ontario at 1-866-797-0000 for 24/7 free access to a registered nurse who will help you with any health related questions.
- You can consider making an appointment with your family doctor or going to a walk-in clinic to avoid waiting in the Emergency Department.
- A list of Urgent Care Centres and Walk-in Clinics located in Toronto's west end community is also posted on St. Joseph's Health Centre's website www.stjoe.on.ca to help assist you in locating one close to your home.

Should you have any questions or concerns before the G20 weekend, please do not hesitate to contact your clinic or physician's office by phone.

Alternatively you may contact the Corporate Communications & Public Affairs Department at 416-530-6387 or by email at pubaff@stjoe.on.ca

Tunnel Retrofit Project

A major redevelopment project will be starting June 14, 2010 and is expected to stretch through the summer and into the fall.

This project will result in significant disruptions to the pedestrian and vehicular traffic patterns around the Health Centre campus impacting staff, physicians and patients.

The tunnel retrofit project will include the closure of the East Wing entrance and Sunnyside West entrance to allow for excavation to expose the tunnel roof and walls for the full distance between those wings. The east driveway and tunnel will also be closed for the duration of this work.

The project is necessary to repair structural decay to the existing tunnel roof and walls. The stairs and sidewalk in front of the Sunnyside West building will be replaced as part of this project.

The project plan has been developed in conjunction with all necessary consultants and authorities and is in accordance with all building code and fire department requirements.

We apologize for this inconvenience and appreciate your patience while we complete this necessary work.

Log on to our website at www.stjoe.on.ca for a descriptive site map of this closure.

The Centre for Clinical Ethics and Spiritual and Religious Care Department launched the Values Integration and Values-based Practice study to enhance our Quality and Safety Strategy

Our Vision is to be Canada's Best Community Teaching Hospital. To help us to achieve this Vision, we need to continually look for new ways to meet the needs of those we serve. Our Mission tells us what we do and our Values tell us how to behave. Every once in a while, it is important for us to pause and think about how well we live our Mission and Values here at St. Joseph's. The Centre for Clinical Ethics, in partnership with Spiritual and Religious Care, are teaming up to help the organization evaluate how well we are "walking our talk".

As part of the department's contribution to the Health Centre's Quality and Safety Strategy, they have launched the Values Integration and Values-based Practice study that has been approved by the Senior Leadership Team and the Research Ethics. An online survey is already underway where staff, physicians, volunteers, patients, families, community and administrators are answering questions grouped into seven themes: holistic care, spirituality, employee relations, mission integration, ethical practice and relationships with the community.

Our Mission is founded in the legacy of the Sisters of St. Joseph and we are proud that we are able to continue their tradition of care that reflects the universal values of respect, dignity and compassion.

"This study is really looking at our Values and how we integrate them into everything that we do here," said Hazel Markwell, Director of the Centre for Clinical Ethics, Spiritual Care and Mission.

In September and October, phase 2 will kick off where our staff, physicians and volunteers will be asked to attend one hour ethics grand rounds pizza lunch sessions on values-based practice. The objective of these sessions is to give staff an opportunity to discuss values issues related to practice. There will be four different sessions offered each week around a unique topic. More information including session dates and times will be communicated throughout the summer months.

"The Values and education module sessions that are rolling out in phase 2 will focus on tools and skills that will help improve awareness, communication, problem solving and conflict resolution for St. Joseph's employ-

ees, volunteers and students," said Sue MacRae, Clinical Ethicist for the Centre for Clinical Ethics.

Our Values are something that we apply each and every day to our work, to the care we provide, to the way we interact with patients and their families and with each other - no matter where you work within this organization.

"Values-based practice is a compliment to the operational and evidence-based kind of things that we pay attention to - it's about figuring out together as an organization how we can also have a culture and institution that honours and acknowledges and brings Values into consideration," said MacRae.

To participate in the survey visit this website:

http://sjnet/intranet/general_resources/viap.php

It is very important to note that this survey is entirely anonymous and there will be no verbatim quotes used in final reports of the results.

Please contact Sue MacRae, RN, Clinical Ethicist, SJHC at 416-530-6038 ext. 3300 or macras@stjoe.on.ca for questions.