



# *imprint*

STAFF NEWSLETTER

*Bringing out the best in ourselves and others*

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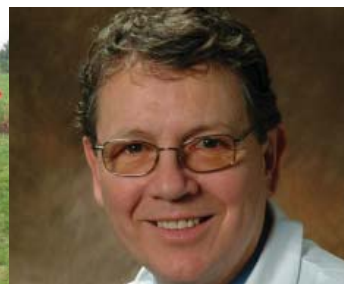
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## Publisher's Notes

Imprint is produced monthly for the staff and friends of all of St. Joseph's Health Care, London sites.

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From your office or department computer, you can visit our intranet page:

<http://intra.sjhc.london.on.ca>

Imprint can be found in the "References" section under "Publications."

**Cover:** After 40 years of delivering *The London Free Press* newspaper to residents, patients, staff and physicians at Mount Hope and St. Joseph's Hospital, Donny Habel, Mount Hope resident retires. Donny is pictured at his retirement celebration with Cathy Baker, left, and members of the St. Joseph's team. Story on page 7.



## A message from president and CEO: Dr. Gillian Kernaghan Embracing change

Over the past quarter, we witnessed the signs of a changing season and the signs of a changing organization.

To the physicians and staff of the Urgent Care Centre and indeed, all those who work across London's emergency system, I want to start by thanking you for helping to respond to the continued medical staffing challenges and related issues. We welcomed the review by Dr. Smith and will remain vigilant in our efforts to sustain services that are clearly important to our internal and external community.

Plentiful rainfall and ground construction collided at Parkwood Hospital creating access challenges. Thankfully, the alternating dust and mud is now giving way to wide paved lanes and curbs - and trees. We appreciate the efforts to prepare and improve driveways and parking lots and extraordinary patience on the part of staff, volunteers and visitors.

A time of farewells and a time of celebration culminated with the transfer of birthing and neonatal care from St. Joseph's to London Health Sciences Centre. The move was completed on June 5 when staff were honoured starting and leaving their last shifts – we witnessed the precision and great care with which mothers and babies made the move. This edition of Imprint wraps up this pivotal time in our history.

June 16 marked this year's annual meeting day, where we reported to our sponsors, the St. Joseph's Health Care Society, and to our community, the performance levels achieved by both the hospital and the foundation this year. Please see the highlights on page 4 and catch the video of the annual community meeting along with the annual reports on the St. Joseph's website at <http://www.sjhc.london.on.ca/acm2010-2011>.

The work to establish the future directions for St. Joseph's continues with many involved at this time in creating clinical visions for our future. To all those who have contributed thus far, I thank you. We look forward to bringing together the planning work in process at each site. If you would like to know more about clinical vision planning, please contact Elaine Gibson, Karen Perkin or Sandy Whittall as per your area of work and interest.

St. Joseph's new vision statement was publicly introduced on June 16 along with our new patient and resident statement of values. Please read the statements (located on the back cover) over the summer and this fall, join with your team in talking about what these statements mean for your work and your team's priorities going forward. This is a great time for renewal and a great time for new beginnings.

Seventeenth century author and poet, John Ruskin wrote, "Summer is delicious..." – so with that vivid phrase, relish your time with family and friends, savour blue skies and warm sunshine, and quench your thirst for new, safe adventures.





## A year of crossroads

St. Joseph's Health Care London and St. Joseph's Health Care Foundation celebrated a journey of change and transition at the 2010/2011 annual community meeting on June 16.



“For St. Joseph’s, this was a year of crossroads that marked endings and new beginnings,” said president and CEO Dr. Gillian Kernaghan. Endings encompassed saying farewell to patients and staff members who moved from Regional Mental Health Care to Grand River Hospital in Kitchener, and the move of the perinatal program to LHSC. New beginnings included developing specialized day surgery and treatment programs, creating new care and research spaces and beginning construction on two new specialized mental health care facilities. “We are setting a course for the future, and working hard to value each moment and the many people who are part of our past, present and future,” she added.

### Foundation grants \$5.4 million

In 2010/12 the St. Joseph’s Health Care Foundation was moved by the tremendous generosity shown by so many who stepped up to help. “Our greatest achievement of the year was the awarding grants to patient care, teaching and research totalling \$5.4 million,” says board chair Jeff Macoun. “These grants have a long reach across St. Joseph’s, touching the frontline of patient care, as well as innovative research efforts that advance care and treatment.”

### Community Partner of Distinction Award

The Community Partner of Distinction Award recognizes the vital role of partnerships and collaboration in health care. The 2010/11 award went to the South West Community Care Access Centre (CCAC). “Our work and the work of the South West CCAC is aligned with a focus on helping people receive the right care in the right place at the right time,” said Gillian. In particular she noted the CCAC’s partnership in projects like the Transitional Care Unit at Parkwood Hospital, assessing patient needs and community capacity for mental health services, and supporting Southwestern Ontario’s community stroke rehabilitation teams which are part of the Aging at Home Strategy.

### New boards of directors introduced

The annual meeting marked a changing of the guard for both St. Joseph’s and the St. Joseph’s Health Care Foundation’s boards of directors. In completing his tenure as board chair for St. Joseph’s,” Gerald Killan said, “This culture of service and mission, of stepping up and reaching out, is what I have found most notable. While this role commands many hours, I have been grateful for all the hours of service devoted to St. Joseph’s by volunteers at governance tables, fundraising events, information desks, bedsides and many places in between.”

Read St. Joseph’s Health Care London’s Report to the Community, the St. Joseph’s Health Care Foundation’s Community Stewardship Report, and the Leadership in Mission Report at:

<http://www.sjhc.london.on.ca/publications>

*Pictured above: retiring board chairs from left, Gerry Killan St. Joseph’s and Jeff Macoun, St. Joseph’s Health Care Foundation, with Robert Murray chair of the St. Joseph’s Health Care Society and Dr. Gillian Kernaghan.*

# Reducing hospital acquired infections, inspiring change

**The possibility of getting killed in an airline accident is eight million to one compared with a one in six chance of getting a hospital acquired infection while admitted to a hospital.**

In fact, hospital acquired infections have now become the fourth leading cause of death behind stroke, cancer and heart disease. Each year, 220,000-250,000 hospital acquired infections result in 8,000-12,000 deaths in Canada.

The good news is one third of these infections are preventable. One way that St. Joseph's is working toward reducing the incidence of hospital acquired infections is through the Infection Control Safety Champion Program.

The champion program began in March 2010 with a mandate to provide support to staff and patients in understanding infection prevention and control and safety

principles and practices.

This partnership with Infection Prevention and Control (IPAC) and Occupational

Health and Safety Services (OHSS) is aimed at promoting a culture of staff and patient safety through education, monitoring and formal auditing of practices.

The champions have embraced the goal of reducing hospital acquired infections and inspiring change among their peers and leaders. Their numbers have grown significantly over the past year with many clinical areas finding tremendous advantages in having local infection safety support.

On May 2, the second annual Education Day was held for 192 champions. It was a day of shared learning and celebration for the champions as well as infection control and occupational health.

New champions were welcomed into the program, roles and responsibilities were shared and attendees were challenged to make a personal commitment to learning and sharing the principles of

infection safety and then holding others accountable for their practices. In the afternoon champions were inspired and encouraged as eight groups presented successful initiatives they had undertaken on their clinical units.

The Influencer Model; improving patient and staff safety by changing confidence and speaking up at critical times thru influence strategies, the use of information tickets as a means of disseminating information on the four moments of hand hygiene, poster boards and monthly newsletters were demonstrated as a means to share newly acquired information from monthly safety champion meetings.

With support from leaders and peers, the infection safety champions will succeed in promoting a safer workplace and patient environment. The infection safety champions program is the grassroots movement that will help us achieve our goal in implementing the culture change necessary to eliminate hospital-acquired infections.

*Pictured above: Infection control safety champions take part in the second annual Infection Safety Education Day at University Hospital.*

## Snapshot: David Leeson



*What do you know about the people you pass in the hall or see in the cafeteria every-day? What do they do at St. Joseph's? Each month in Snapshot, we will introduce you to a member of the St. Joseph's family, recognizing their contribution to respect, excellence and compassion.*

**Role:** As a clinical pharmacist at St. Joseph's Hospital, David is part of the inpatient pharmacy team that supplies medication and support to all inpatient floors as well as many of the outpatient clinics. David, who is also a certified diabetes educator, is the pharmacist for the Diabetes, Metabolism and Endocrinology Centre, working with staff and patients in the clinic.

**A typical day:** David's dispensary duties involve ensuring appropriate medications in the right doses get to the people that need them in a timely manner. This can involve review of patient cases and pertinent lab results, consultation with other health care professionals and an assessment of the patient's medications. In the clinics, David counsels patients about their medications, assesses medication regimens, starts patients on new medications (including insulin), assists patients with insurance needs, and procures compassionate supplies of certain medications. For the diabetes clinic and Diabetes Education Centre, he serves as a drug information resource.

**Personal touch:** A 13-year employee, David is a compassionate care provider and dedicated

teacher for both patients and staff. He is a tremendous resource to those in his care and those who provide care.

**Quote:** "The best thing about the job is the people you get to meet. In clinic I can remember a financially-strapped couple that I helped to get compassionate drug supply and some government coverage. They sent me a wonderful Christmas card thanking me for the effort I made on their behalf. The card meant a lot to me."

**Just for fun:** David has a passion for theatre. He has been acting, directing and producing shows in the London area for years. Most recently, he was in *One Flew Over the Cuckoo's Nest* at the McManus Theatre. Another important production has been his family. David and wife Sandi are kept busy with five-year-old Holden and a three-year-old Sophie.

### New prescription refill service

Electronic refill reminders and an online refill service are now available to St. Joseph's staff through the Prescription Shop. Staff can enroll in the electronic refill reminder program, E-fill, and have their refills prepared prior to picking up the prescription. Next time you bring a prescription to the Prescription Shop, sign up for E-fill and you will receive an email reminder five days prior to when your refill is due. You can click on the re-order link in the email to have your prescription refilled and ready for pick it up at your convenience.

Also available is a secure online refill service which allows you to refill any prescriptions via a web form. Go to <http://www.sjhc.london.on.ca/prescription-shop/refill-your-prescription-online>

The Prescription Shop is located at St. Joseph's Hospital (zone A, level 1). It's open 8 am - 5.30 pm, Monday - Friday. All proceeds directly support St. Joseph's Health Care London.



## Everybody knows Donny

For more than 48 years Mount Hope resident Donny Habel awoke at the break of dawn to sell The London Free Press. For the first eight years, when the papers were just five cents, he sold them at the corner of Dundas and Richmond Streets in front of Simpson's. For the last 40 years he sold and delivered them to residents, patients, staff and physicians at Mount Hope and St. Joseph's Hospital. On May 31, Donny retired to take a well deserved rest.

Donny is the Free Press's longest-serving carrier. Wheeling down the halls Donny would whistle and call, "Papers! London Free Press papers!" He says the deliveries were all about friendship and spending time with the gang.

Donny's friend Chris Gysemans says, "No matter where he goes, everybody knows Donny." From his paper deliveries, to his long-standing membership in the North London Lions Club, to his strong bond with the Sisters of St. Joseph, to his regular attendance at London Knights' games, Donny is a London legend. In fact, at this retirement celebration, he was presented with a portrait of himself which has been at the London Art Gallery for the last ten years as part of a "people in the community" collection.

Now that he's retired, for the first time in almost 18,000 days Donny can finally sleep in past 5 am.



## Celebration forest

Londoners flocked to Westminster Ponds on May 29, to plant trees in the new Celebration Forest by Westminster Ponds. When the forest is complete it will be 6,000 trees strong.

Celebration Forest was created by ReForest London in partnership with St. Joseph's and LHSC who dedicated land for the forest as part of their commitment to the environment.

"It's been said that the best time to plant a tree was 20 years ago and the next best time is today to realize this beauty and value" says Dave Crockett, integrated vice president of facilities management for St. Joseph's and LHSC, and chair of ReForest London,



Funding for the forest's trees, located behind Parkwood Hospital, came from donations to ReForest London. Some of these donations were made in memory of, or to honour, loved ones or pets.

If you wish to donate a tree through ReForest London for the Celebration Forest go to <http://reforest-london.ca/tree-gift>

*Londoners planting the first trees in the Celebration Forest. (Photo courtesy of LondonCommunityNews.com)*

## All fore! A good cause

On June 2, St. Joseph's Health Care Foundation in partnership with Lerner's LLP, hosted the 17th annual Parkwood Hospital Charity Golf Classic.

A sold out tournament, the day was a huge success. More than \$55,000 in proceeds was received in support of the world-renowned programs and services at Parkwood Hospital.

Through special events like the Parkwood Hospital Charity Golf Classic, patients like Mark, who spent six months at Parkwood, are able to live their lives to the fullest. Living with multiple sclerosis (MS), Mark was suffering from a serious infection, was bed ridden and told he would probably never walk again, when he was transferred to Parkwood Hospital. Today, Mark is walking.

Thanks to all who were able to join for such a special day and for making a difference in the lives of patients and residents at Parkwood Hospital.

For more about the day's events, pictures and Marks inspirational story, visit [sjhcfoundation.org/events/past-foundation-events](http://sjhcfoundation.org/events/past-foundation-events)

### Honeywell: A global company, with a community focus

It takes a great deal of time, commitment, passion and people to organize events such as the Parkwood Hospital Charity Golf Classic. An important aspect of such events also includes sponsorship.

Honeywell, a great supporter of St. Joseph's Health Care Foundation was also the presenting sponsor for this year's Parkwood Hospital Charity Golf Classic and was featured as the Foundation's Donor Spotlight for the month of June. Playing a significant role in this signature event, Honeywell says that the tournament gives them the opportunity to spend time with community partners and most importantly, help raise funds for a great cause. To read more about this great sponsor, visit [sjhcfoundation.org/stories/honeywell-global-company-community-focus](http://sjhcfoundation.org/stories/honeywell-global-company-community-focus).

Thanks to Honeywell, and all the tournament sponsors for touching the lives of patients and residents receiving care at Parkwood Hospital.

## Come celebrate with us!

The 2011 St. Joseph's Tribute Dinner, October 6, will celebrate new innovations in breast care at St. Joseph's. Featuring Juno Award winning jazz singer, Sophie Milman, the special event will raise funds critical to the care of patients and residents across St. Joseph's Health Care London.

Purchase tickets online, before July 29, and be entered into a draw for a \$100 gift certificate for Fisher & Company. Visit [sjhcfoundation.org](http://sjhcfoundation.org) for more information about the event and to order tickets.



## Because of your support...St. Joseph's is changing lives

Thousands of donors demonstrated their commitment to St. Joseph's Health Care London this past year by donating \$6.1 million through St. Joseph's Health Care Foundation. Each gift made a real difference in the lives of people in our community and helped in the foundation's ability to grant more than \$5.4 million to care, education and research across St. Joseph's Health Care London.



*Occupational Therapist Jody Kerr works with Jack Natt, a patient at Parkwood Hospital, as he uses a piece of equipment that is mouth controlled and allows him to turn on the television, answer the phone and call for nursing assistance. The equipment is developed at Parkwood Hospital and the fund established by the Flemings could be used to purchase the parts for the equipment.*

One such gift, from Ann and Bill Fleming was used to establish a unique fund supporting rehabilitation needs at Parkwood Hospital.

The fund will assist with the purchase of items that make a real difference in the rehabilitation process and assist with day-to-day activities for patients. Items such as large button telephones for patient rooms, folding walkers and specialized wheelchair cushions that support posture are just a few of the items that were funded.

“We are really proud of this fund,” says Ann. “We know that patients will benefit directly from our support, and we feel like we are making a difference.”

Over the years, the Flemings have seen firsthand the incredible difference care programs at Parkwood can have on a person's health and well-being. However, it was the care that Ann's father received through the rehabilitation program that inspired their most recent gift.

“Dad was in Parkwood for five weeks, and at the end of his stay, he could walk again. He couldn't have done it without Parkwood.”

Ann was just seven years old when she first walked down the hallways of St. Joseph's; she was having her tonsils removed. Since that time, both Ann and Bill have become instrumental in guiding the future direction of the organization. Ann served on the Women's Christian Association (WCA) board, the founders of Parkwood Hospital, and in the roles of vice chair and chair of the board of St. Joseph's Health Care London. Today she sits on St. Joseph's pastoral and education committee of the board. Meanwhile Bill took on a leadership role with the inaugural committee of the foundation's Power Breakfast for Men's Health, raising thousands of dollars for the da Vinci robotic surgical system.

Whether it's as volunteers, attending events, or supporting a special project, the Flemings continue make a difference in the life of St. Joseph's.

“It's just how we were raised,” shares Bill. “If you can do it, you do it. You owe it to your community.”

You can read more about donor support and how it makes a difference in the lives of patients and residents at St. Joseph's by visiting the foundation's website and accessing the 2010-2011 Annual Community Stewardship Report at [sjhcfoundation.org/annualreport](http://sjhcfoundation.org/annualreport).

# Historic transfer a success

It was an emotional day that began with tears and ended with tears as an era came to a close at St. Joseph's Hospital with the transfer on June 5 of perinatal care, a historic event 12 years in the making.

At 6:30 am that morning, perinatal staff arriving for their final shift and those leaving after completing their final shift were greeted by a gathering of well-wishers who filled the lobby and lined the main hallway near Entrance 1. With love, appreciation and thanks, the crowd applauded each perinatal staff member, whose surprise was evident on their face and in the emotions that flowed. As they made their way down the hall, they received flowers, pins, hugs and high fives.

Three pint sized well-wishers made the early morning particularly poignant. Twin daughters of Dale Jardine and the son of Nancy McFadden, all graduates of the neonatal intensive care unit (NICU), were on hand for the send-off. Kate and Leah, 4, handed out flowers while Xander, 3, still in his pyjamas, held a sign saying "Thank you".

It would be the start of a day that represented years of collaboration and planning. In a little under four hours, 38 patients, including 23 neonatal infants, were safely moved from St. Joseph's Hospital to the new facility at LHSC's Victoria Hospital. And with the transfer, the delivery of obstetrical and neonatal care in the city of London forever changed marking a significant milestone for both organizations.

*"...We are proud to have passed on a world-class program to LHSC and look forward to the many exciting changes that the next phase of redevelopment will bring at St. Joseph's."*

Move day was one of great transformation for St. Joseph's, said Dr. Gillian Kernaghan. "It was also a conclusion to what was an emotional journey for many of our staff, patients and families. We are proud to have passed on a world-class program to LHSC and look forward to the many exciting changes that the next phase of redevelopment will bring at St. Joseph's."

During the well-orchestrated move, many powerful images





*Pictured at left:*

*Top three photos: At 6:30 am on June 5, perinatal staff arriving for their final shift at St. Joseph's Hospital and those leaving after completing their final shift were surprised by a greeting of leaders and staff who lined the hallway to wish them well.*

*Second from bottom: Dr. Renato Natale, city-wide chief of obstetrics in London, takes a moment with Xander McFadden, 3, a graduate of St. Joseph's neonatal intensive care unit, during a surprise greeting for perinatal staff and physicians on moving day for the perinatal program.*

*Bottom: The first baby from the neonatal intensive care unit at St. Joseph's Hospital is transported by a team of specialists to an ambulance that will bring the infant to Victoria Hospital and receives a blessing by Father Micheal Prieur*

As the day unfolded, the halls, patient rooms and care areas empty, the day culminated in a ceremonial and powerful turning off of the lights in the Family Birth Centre, followed by the NICU and then mother baby unit. In Family Birthing, the honour went to Sheila Lauzon while in mother baby Deb Delaney was chosen for this final gesture. Both were the longest serving nurses on duty on move day. In the NICU, with most of the staff already in their new home looking after transferred infants, director Val Rousom did the honours. But to include all who gathered for this momentous moment, a crowd of nurses at each location held onto a long ribbon with the designated nurse positioned at the end, one hand on the ribbon, the other on the light switch. All shouted out a countdown and at the flick of the switch, each area went dark.

The day was done. There were tears but also cheers, laughter and celebration – of more than 100 years, more than 100,000 births, and a legacy of life and love.

## A gift of thanks from the NICU

There's a thoughtful English quote that says "He who plants a tree loves others besides himself." And in the poem Plant a Tree by Lucy Larcom, "He who plants a tree plants hope."

Both these messages were the inspiration behind a special parting gift from the staff of the neonatal intensive care unit (NICU) to St. Joseph's and those "we have worked with and beside for years," says NICU director Val Rousom. Out of love and hope for the organization and all who work here, a Sycamore Maple was planted on the grounds of the hospital near Cheapside Street "as a lasting memorial and commemoration of our time together, partnering in the care of neonates."

At the ceremonial planting on May 29, Val said the tree was chosen "as a symbol of our caring" for many reasons. Trees beautify and sustain our world, symbolize the blessings of nature, life, growth and good fortune, have stability, strength and security, and are a living legacy that creates a shady place to read, enjoy a picnic, take a nap, play or sit back and relax.

took shape that won't soon be forgotten: Father Michael Prieur, his white stole blowing in the breeze as he blessed each infant and ambulance as they departed St. Joseph's; the long line up of antenatal moms in wheelchairs as they waited to board a transport bus; moms and dads heading for home with their newborns, several grateful for having completed their families at St. Joseph's; the birth announcement on the hospital room door of Courtney Micks announcing the very last baby born.

At 2 pm, with halls, patient rooms and care areas empty, the day culminated in a ceremonial and powerful turning off of the lights in the Family Birth Centre, followed by the NICU and then mother baby unit. In Family Birthing, the honour went to Sheila Lauzon while in mother baby Deb Delaney was chosen for this final gesture. Both were the longest serving nurses on duty on move day. In the NICU, with most of the staff already in their new home looking after transferred infants, director Val Rousom did the honours. But to include all who gathered for this momentous moment, a crowd of nurses at each location held onto a long ribbon with the designated nurse positioned at the end, one hand on the ribbon, the other on the light switch. All shouted out a countdown and at the flick of the switch, each area went dark.





## Last baby arrives with much fanfare

The last baby born at St. Joseph's Hospital arrived just hours before move day for the perinatal care program. At 11:44 pm on June 4, a little boy was born to first-time parents Courtney Micks and Jesse Russell of London. In a touching gesture, the couple has named the infant Joseph in honour of the hospital, where he is now an important part of history and a legacy of life and love.

A little overwhelmed by all the fuss and attention, the proud dad said, "We're honoured and thankful to have the last baby born at St. Joseph's."

The couple was also very grateful for a large basket of special keepsakes and gifts made possible through the generous donations of corporate sponsors. It included baby supplies and clothing, St. Joseph's apparel, various gift cards, and a framed print by London artist Catherine Simpson.

"The arrival of this last baby to be born at St. Joseph's Hospital is extra special for our physicians, staff and volunteers," says St. Joseph's President and CEO Dr. Gillian Kernaghan. "Courtney, Jesse and their newborn son will forever hold a special place in the history of our organization. We celebrate this new life with the family and wish them all the very best for a happy, healthy future."

Baby Joseph and mom Courtney were transferred to Victoria Hospital on June 5 before eventually heading home. Both mom and baby are doing well.



*The first child of Courtney Micks and Jesse Russell of London was the last baby born at St. Joseph's Hospital in London. He was officially welcomed by Dr. Gillian Kernaghan, president and CEO of St. Joseph's*

## Well Toto, we are not in Kansas anymore!

As St. Joseph's perinatal and women's care teams began to settle into their brand new space, directors Val Rousom and Kim Planques extended their thanks for a successful and seamless transfer of patients, staff and equipment.

Move day was an "emotional blur with heightened emotions, tears, laughter and lots of tissues we began our great adventure," said Val and Kim. "We moved 23 neonates, six antenatal patients and seven mothers with four babies. All arrived safely with the loving supervision of our staff. "

The transfer, they said, could not have been possible without the participation of the extraordinary move teams that consisted of staff and physicians from both organizations, Health Care Relocations, Middlesex-London EMS, Voyager Patient Transfer Services and Campbell Bros Movers. They also recognized years of hard work in preparation for the transfer, thanking Facilities Planning, education, integration and orientation teams, communications, and many others.

In a thank you letter to all involved, Val and Kim quoted Sandra Day O'Connor: "We don't accomplish anything in this world alone ... and whatever happens is the result of the whole tapestry of one's life and all the weavings of individual threads from one to another that creates something."

"We have really created something," said Val and Kim. "Our vision and dreams have come true."

## Perinatal Mass

On May 29 in the St. Joseph's Chapel, a special mass was held in celebration and thanksgiving of all who work in the perinatal program. The meaningful and moving service came just days before perinatal staff and physicians bid farewell to St. Joseph's. Here, the processional entrance was led by alter boy Xavier Belliveau, son of Margaret Belliveau, Eucharistic volunteer Roger Goossens and Father Jose Seminati. Five perinatal rose bearers followed, representing various areas of perinatal and women's care; Barb Ceglarski, Marian Spitters, Brenda Acton, Michelle Angelini, and Marleen Watson.



## Nurses recognized for outstanding care



*Nursing excellence award recipients, front row from left: Julie Franklin, Julia Wilkinson-Tebbutt, Judy McClement, and Kristina Nadolska; back row from left: Betty Craig, Krista Harloff, Joanne Barr, Diana Yates, and Liliane Dunham*

Nurses who live the St. Joseph's values of respect, excellence and compassion were honoured at a ceremony on June 14. At the nursing excellence and bursary awards ceremony, colleagues shared inspiring stories about the extraordinary contribution these nurses make to the legacy of care at St. Joseph's.

Nominated by their peers, following are the recipients of the excellence in nursing awards:

- Excellence in Direct Care Awards: Joanne Barr, SJH; Betty Craig, MHCLTC; and Krista Harloff RMHCL.
- Excellence in Leadership, Coaching and Mentorship Award: Liliane Dunham, RMHCL; Judy McClement, SJH; and Julia Wilkinson-Tebbutt MHCLTC.
- Excellence in Innovation and Evidence Based Practice award: Julie Franklin, RMHCL; Kristina Nadolska, SJH; and Diana Yates, PH.

Congratulations to the following nurses who were nominated for these awards: Elizabeth Dunlop, Anne Kitunen, Cathy Lowry, geriatric psychiatry discharge liaison team; Lynn Hensen, Jean Kemshead, Shirley Nieman, Pam Oelke, palliative care team and regional rehabilitation team, Trish Self, Judi Tapp, Wally Thibodeau, Katie Unger, Linda Waller, and Joanne Wesenger,

At the ceremony bursary awards were presented to Kris Petit, RMHCL and Jennifer Safadi, PH, who each received the Nancy White Memorial Fellowship Fund; and BScN student Alison Stacy who received the Helen C. L. Zavitz Endowment Award.

To learn more about the award recipients, go to: <http://intra.sjhc.london.on.ca/staff/awards/nursing.htm>

## TCU tops for doc

The transitional care unit (TCU) at Parkwood Hospital provides the right level of care for patients who have finished their acute care treatment but need additional care to restore their functional ability. Transferring these patients to the TCU also improves patient flow through the health care system. While the average age of TCU patients is 79, the following story is just one example of the wide-variety of patients the TCU serves.

Working from 5:30 am to 7 pm daily for the last 31 years as an obstetrician and gynecologist, delivering from 400 to 600 babies a year, taking barely a week off after the birth of each of her four children, and never, ever taking a pain medication there's no denying Dr. Kaysie Usher is a force to be reckoned with.

That force ground to a halt in December. While visiting a post-partum patient, Kaysie slipped on a water spill. As her legs did the splits, she felt her hamstring tendons tear away from her pelvis. Kaysie was prescribed six weeks of bed rest.

She came to the transitional care unit (TCU) at Parkwood to recover. When a follow-up MRI revealed all four tendons had completely severed from the bone and her hamstrings had retracted down her leg, Kaysie returned to acute care for surgery to have a pin inserted that would drag the muscles back up to the bone.

"I was determined to return to the TCU to recuperate and regain function following the surgery," says Kaysie. "It is a clean, very well run unit. Every caregiver is personable and knowledgeable, and with my strong Catholic faith I appreciate the spiritual care support. If I had to recuperate anywhere, I wanted it to be in the TCU."

Once Kaysie completed her TCU care, she spent three weeks in Parkwood's musculoskeletal rehabilitation care unit to make further strides in her recovery, then returned home where she is continuing with outpatient therapy.

With moms and babies at Victoria Hospital awaiting her expert care, and pain something she simply wills away, it won't be long before Kaysie is back to her grueling schedule. If she slows down enough to glance out the window once she returns to work, she'll see Parkwood Hospital—the place that provided a chance for her to grow strong again.

## 2011 Singing Christmas Tree Concert

An exciting opportunity is approaching in just a few months' time! Planning is now underway for a singing Christmas tree, to be performed this year at Regional Mental Health Care London. Toward that end, a call is now going out to invite singers from all St. Joseph's sites to take part.

The goal is to have more than 100 singers (staff, patients and family members) involved, from every skill level. The only prerequisites are a love of music and an ability to carry a tune. Songs will be taught to those who cannot read music.

Rehearsals will be held Monday nights from 7 to 9 pm, starting Oct. 10. The concert dates are Dec. 5, 6 and 7. In addition, volunteers are needed on Thursday afternoons from 1:30 to 3 pm, to assist members of the RMHCL choir to prepare for the concert.

Various other forms of volunteer assistance will be needed for this performance; building of risers to fit the Christmas tree, decoration of the hall, parking assistance, hosting, etc.

**To register as part of the choir or to volunteer to assist in other ways, contact Bob Finlay via email or phone at ext. 47169. Be sure to include your email address, phone number and your experience.**





*Claire Downey, registered dietitian with specialized geriatric services, left, teaching medical students about the variety of food textures at the dysphagia shooter bar.*

## Bottoms up!

Thirty first and second year medical students from 11 medical schools across Canada came to London in June for an intensive course in the care required by older adults. Called the Summer Institute of Geriatrics, the course is designed to interest future doctors in specializing in caring for the elderly.

Through experiential learning, lectures, participation in clinics, research and interaction with older adults, the week-long immersion in geriatrics aimed to provide medical students with some of the knowledge, practical skills and attitudes that they will require to care for their aging patients.

At Parkwood Hospital, the students enjoyed samples from the dysphagia “shooter bar” where they learned about the variety of food textures available for those with swallowing difficulties – a condition that impacts many older adults. The students also took a driving assessment, practiced examination of the eye and learned about common issues that occur when prescribing medications for older adults.

The Summer Institute is sponsored by the Canadian Geriatrics Society and The University of Western Ontario’s Schulich School of Medicine & Dentistry.

## Co-op placement influences students’ future

From February to June, five students devoted 1,000 hours to patients and residents at Parkwood Hospital.

The students were at Parkwood for their high school co-op placement which gives them insight into the health care system and an opportunity to help patients, residents and staff members.

“The four-month student placement is an example of how St. Joseph’s demonstrates social responsibility,” says volunteer coordinator Trina Smith. “It is so much fun to have this connection with high school students from our community. They bring fresh ideas, energy and a genuine desire to contribute. Our hope is this experience will have a positive impact on their career choices in the future.”

For 16-year-old Zainib Houchaimi, a grade 11 student at Sir Wilfred Laurier, her co-op placement led to change in career path. “I thought I wanted a career in psychology, but after my placement in complex and veterans care I’m considering therapeutic recreation instead.”

“It was really beneficial to have a placement at Parkwood Hospital,” adds Zainib. “I learned a lot and I’m definitely going to come back to volunteer whenever they want me.”



*High school co-op students at Parkwood Hospital this year, from left, Skylar Synesael, Jori Smith, Zainib Houchaimi, Sami Abdo, and Preeti Dhillon.*

## An iPod for Tracy

Tracy Sidebotham has been on a remarkable medical journey that the St. Joseph's community has supported with care, innovative ideas, and donations every step of the way.

On Sept. 7, 2010, 41-year-old Tracy had a terrible headache. Having suffered from migraines for years, at first she wasn't alarmed. But when the pain intensified she asked her son to drive her to the hospital. Enroute, she had a massive stroke which she would later learn was caused by an undetected tumour on her heart.

After treatment in acute care, Tracy spent six months in stroke rehabilitation at Parkwood. "When I came to Parkwood I couldn't talk, walk, eat or drink—I couldn't do anything for myself," says Tracy. "I've come a long way." Following her inpatient care, Tracy continued her therapy as an outpatient in Parkwood's CORP (comprehensive outpatient rehabilitation program).

*"The Auxiliary is gratified to fund an item that is making such a difference in Tracy's life."*

One of the lingering effects of Tracy's stroke is aphasia – she can understand when people speak to her, but can't always find the right words to respond. Speech language pathologist Becky Orenczuk had an innovative idea to help Tracy communicate by using an iPod app called My Talk Tools.

The problem was Tracy didn't have an iPod. Social worker Karen Braam approached the Parkwood Hospital Auxiliary about funding an iPod for Tracy. "The request for an iPod for Tracy met the strict criteria for how we disburse funds," says auxiliary president Lisette Walker. "The Auxiliary is grati-



*When Tracy Sidebotham wants to order a coffee, she clicks an app on her iPod that says, "I'll have a large double double." Here Natalia Barbosa, right, serves Tracy a coffee while Lisette Walker, left, from the Parkwood Hospital Auxiliary looks on.*

fied to fund an item that is making such a difference in Tracy's life."

Becky programmed phrases into the iPod such as "I had a stroke. I can understand you but I can't always say what I want to say – please be patient," or "I want to go to the grocery store."

Tracy's Mom Gail is pleased with the independence the iPod has helped Tracy regain.

Tracy worked for years at St. Joseph's Hospital while pursuing a degree from Western. Once her colleagues heard she'd had a stroke they collected donations and created a poster board filled with well wishes.

From inpatient care to outpatient care, from an innovative idea, to support from the Auxiliary and co-workers, the St. Joseph's community has rallied around Tracy to help her on her path to recovery.

### Stroke warning signs

Weakness

Trouble speaking

Vision problems

Headache

Dizziness

For more information visit [heartandstroke.com](http://heartandstroke.com)



# An attitude of gratitude

There are advantages to reflecting on what we have in our lives to be thankful for, even when we are carrying multiple burdens and worries.

Scientists have studied the numerous health benefits of gratitude and have concluded that those of us who take the time to appreciate what we have and how much others have contributed to our success and wellbeing, tend to be happier, less envious of others and more resilient.

This month and next, we will share excerpts from the LifeLines newsletter provided through Homewood Employee Health. The Quality Workplace Committee is championing this positive approach in our organization. You may wish to visit the ‘Gratitude Blog’ on the St Joseph’s Healthy Workplace intranet: [http://intra.sjhc.london.on.ca/staff/healthy\\_work/gratitude.htm](http://intra.sjhc.london.on.ca/staff/healthy_work/gratitude.htm)

By adopting an attitude of gratitude, we can positively change our outlook on life and live a happier, healthier and more satisfying existence. Consider adopting some of the following techniques and practices to help cultivate gratitude in your daily life:

## Keep a gratitude journal

A simple technique for counting one’s blessings is to keep a gratitude journal in which we record what we are most grateful for on a daily basis. This technique has been proven to increase happiness because it helps us to focus on the sources of goodness in our lives, regardless of the daily challenges we face.

There is no right way to journal – you simply need a notebook and pen. For those who are more technologically savvy, there is a gratitude journaling app available. Set aside ten minutes at either the start or end of your day for thoughtful reflection. Be as specific as possible when recording your thoughts. Try to avoid repeating the content of your daily entries. If you write “my dog, my home and my children” every day, you will lose the benefits of this practice. The point is to be present and conscious while taking time to reflect on your blessings.

It may be difficult for some to think of things to write, but researchers into gratitude have noted that once you begin to look for things in your life to be grateful for, you will begin to see them everywhere. The most important thing is to just get started.

## Pay someone special a gratitude visit

Martin Seligman, a leader in the field of positive psychology, suggests that one of the best ways to foster gratitude is to pay a gratitude visit. To do this, think of someone who has made a major difference in your life whom you’ve never properly thanked. Write a detailed letter to him or her that expresses your appreciation in concrete terms. Then pay this individual a visit, but do not reveal the purpose of the visit in advance. Read your letter aloud, face to face, while making eye contact. This technique can be extremely emotional and rewarding for both the recipient and the giver.

More ideas are also available on St. Joseph’ quality of workplace intranet site:

For further reading and resources on wellness issues, please visit [www.employeehealth.com](http://www.employeehealth.com).



## Award winners



Congratulations to Dr. Charles Nelson, psychologist with the operational stress injury clinic (OSIC) at Parkwood Hospital, who received the psychologist of the year award from the London Regional Psychological Association. In nominating Charles, Dr. Vivian Lee, who worked as a practicum student and resident with Charles at RMHC St. Thomas and Parkwood Hospital, spoke of his skills as an inspiring clinical supervisor and his ability to interact positively and respectfully with interdisciplinary teams.

To Vivian's testimony Dr. Shannon Gifford, also a psychologist with the OSIC, adds, "Charles is an energetic, optimistic person who just make things happen. He has stimulated a great deal of research activity within the clinic—engaging team members and external collaborators in these projects. He is an excellent ambassador for the OSIC, enhancing connections with the national OSIC network and with regional and provincial psychological associations."

### Dr. Miller in national video promoting stroke awareness



*Dr. Tom Miller, left, being interviewed for a national video news release on stroke awareness*

What do Dr. Tom Miller and Bret "The Hitman" Hart have in common? They are both featured in the March of Dimes/Stroke Recovery Canada video news release (VNR) which raises awareness about post-stroke rehabilitation and spasticity management. The VNR aired on Canadian television stations during stroke awareness month in June.

In his position as medical director of the electrodiagnostic laboratory at St. Joseph's, Dr. Miller works with stroke patients to treat spasticity—the tightness in muscles that adversely affects movement. In the VNR he notes spasticity requires a comprehensive approach that includes physiotherapy, oral medication and medication injected directly into the muscle to decrease tone.

After overcoming a devastating stroke he had in 2002 Bret, a world champion wrestler, became a spokesperson for the March of Dimes/Stroke Recovery Canada. His message to stroke patients is that there is help and hope after a stroke—don't give up.

### St. Joseph's surgeon receives Order of Canada

Dr. Robert McMurtry, a specialist in assessing and treating conditions of the shoulder, elbow, wrist and hand at the Hand and Upper Limb Centre (HULC) at St. Joseph's Hospital, will be honoured as a Member of the Order of Canada for his leadership and vision in helping to strengthen health care delivery in Canada.



The Order of Canada, the country's highest civilian award, was established in 1967 during Canada's centennial year to recognize a lifetime of outstanding achievement, dedication to community and service to the nation. Over the last 40 years, more than 5,000 people from all sectors of society have been invested into the Order.

Dr. McMurtry, an active member of the HULC team, was Dean of the Faculty of Medicine and Dentistry at The University of Western Ontario from 1992 to 1999, and is a Professor Emeritus. He was also founding Assistant Deputy Minister of the Population and Public Health Branch of Health Canada and former Special Advisor to the Romanow Royal Commission on the Future of Health Care in Canada.

The new members of the Order of Canada will be invited to accept their insignia at a ceremony to be held at a later date. St. Joseph's congratulates Dr. McMurtry on this most prestigious and well deserved honour.

## Upcoming...

### Full-day pharmacy workshop

Being held August 11 at St. Joseph's Hospital Shuttleworth Auditorium, 9 am to 3 pm.

Topics will include: drugs in renal disease, treatments for fibromyalgia, infectious disease, medication safety, women's health and more. The workshop is free for all staff. Visit [www.pills2011.eventbrite.com](http://www.pills2011.eventbrite.com) to register.

## Congrats

[James Bullbrook](#) has accepted the position of manager, communications and external relations with Lawson. James has worked in the Premier of Ontario's office since 2008 as a senior writer, providing advice on strategic communications, researching and rolling out government initiatives, and relationship building at varying levels of government. Prior to that he worked with St. Joseph's and LHSC for four years where he was primarily involved with public communications and media relations around the changes to emergency services provided in London. James brings to Lawson a strong knowledge base of the political environment provincially and federally as well as previous experience working within the hospital organizations. These skills will be essential to the external relations part of this role.

[Marg Kampers](#) has accepted a new full-time role with Cerner Canada as the engagement leader. Marg will be dedicated to LHSC/St. Joseph's as the lead for the services provided by Cerner to support our patient care system as we transition the support of these systems to Cerner over the next months. For the past 15 months Marg has served as the interim director of medical affairs. Bill Davis returned to the director of medical affairs role effective July 1.

## Farewell

After over 20 years of dedicated service to LHSC and St. Joseph's in infection prevention and control, [Mary Lou Card](#) retired on June 24. As part of her work Mary Lou has developed and led the citywide infection control team since 2004. During her career she has also participated on working groups with the Canadian Patient Safety Institute in their development of the national hand hygiene program and Accreditation Canada in their recent update of the Infection Control Standards. We wish Mary Lou all the best in her retirement.

## In memoriam

Long-time staff member [Maria Van Massenhoven](#) passed away on June 10 as a result of a car accident. Maria enjoyed her role as an RPN both in the adolescent and the dual diagnosis units at Regional Mental Health Care London. Her colleagues describe her as a hard-working, dependable, team player. All those who worked with Maria knew how very connected she was to her entire family. She loved family camping holidays, first with her own children and more recently with her grandchildren. Maria she was active with her Church and enjoyed reading. The flags at Regional Mental Health Care London were lowered to half-mast to honour Maria on the day of her funeral.

## Statement of Patient and Resident Values

Through listening to our patients, resident, clients and their families we have heard what is most important to them in their care experience. This invaluable feedback resulted in the Statement of Patient and Resident Values which helps to ensure all our varied patient voices are heard.

### Respect

- for my privacy
- that I am part of my own care team along with the family support I see fit
- for my time – waiting for appointments; waiting for call bells to be answered; not rushing my time with the doctor and team; receiving results in a timely way

### Compassionate, Caring People

- who demonstrate genuine caring, recognizing that I am a person, not a diagnosis, case or number
- who work as well-coordinated teams
- with my best interests at the heart of all they do

### Quality, Safe Care

- provided by highly qualified staff supported by the best technology
- with the capacity to be flexible and act quickly when needed
- and the information I need before, during and after my visit or stay
- continuity across St. Joseph's teams and the health care system

## St. Joseph's revised Vision Statement:

*From the shortest visit to the longest stay,  
we earn complete confidence in the care we provide,  
and make a lasting difference in the quest to live fully.*