



April 2008

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Leadership Team Launches New Strategy Map

More than 100 members of the Leadership team recently gathered to reflect on the past year and align priorities and goals for the next year.

For many, it was a chance to re-focus efforts on making improvements to the various programs and departments and to determine what areas need attention.

New Strategy Map

Staff were also able to learn about a new, streamlined version of the Strategy Map, the document which sets out the direction YCH will take during the next year in our journey to provide quality care.

The new map also includes a change in name for the Population Health theme which will now be known as Healthy Community theme. The change was made to more accurately reflect the scope and focus of this theme.

Compassionate Care

The updated Strategy Map outlines several new initiatives to increase the level of involvement of



Funding Announcement at YCH

Ontario Health Minister George Smitherman recently announced \$650 million in 2008-2009 government funding to help relieve pressures and support wait time strategies for priority services. In total, YCH will receive: \$3.6 million in Post Construction Operating costs and \$1.5 million in Wait Time Strategy funding. Photo by: CWMedia

patient and family, patient information and education and providing physical comfort.

Clinical Excellence

This year's focus is on standardizing processes and using best practices for risk management to improve patient safety and quality of care and the development of an ethics program.

Timely and Available Service

Efforts to improve patient flow efficiency, better

manage wait times and maximize capacity will continue this year. A significant new focus will be the implementation of a new service plan.

Healthy Community

With a mandate of improving the health and wellness of the community the coming year's initiatives will focus on increasing awareness of YCH and community services and ensuring the transition and referral to community

Leadership, Continued on Page 2...

Making a Difference...One Moment at a Time

Staff Relations Committee becomes YEA Team

The staff relations committee has been re-invented, with a new exciting mandate. Previously, this committee was a forum for departmental concerns and the gathering of information.

“With the support of the Strategy Team and facilitated by Mary Yates, we became the YEA (York Central Events Association) team, with a mandate to plan organize and implement social events for YCH,” says committee member Silvia Fisher.

This a core group of dedicated staff welcomes new members who wish to volunteer their time, enthusiasm and ideas to making York Central a great (and fun!) place to work.

In addition to organizing YCH’s popular annual events, such as the Golf Tournament, Staff Appreciation BBQ, and the Holiday Dinner Dance, we have many other ideas in the works.

If you would like to join our YEA team or provide some ideas, please call Silvia Fisher, ext. 7186 or email at sfisher@yorkcentral.on.ca

YCH Wins PowerStream Environmental Award

York Central Hospital has been selected as the 2008 recipient of the PowerStream Conservation and Sustainability Award by the Richmond Hill Chamber of Commerce.

The award was accepted by Closten Ball, General Manager, Support Services and President and CEO Bruce Harber during the Annual Richmond Hill Chamber of Commerce Business Achievement Awards Gala, Wednesday night.

The honour recognizes the hospital’s efforts to reduce waste and increase recycling throughout the facility.



Environmental Services Director Closten Ball, right, accepts the PowerStream Environmental Award at the Richmond Hill Chamber of Commerce Awards Gala, while YCH President and CEO Bruce Harber looks on. Photo by West Ph

Recently, YCH made a number of improvements which has given the hospital the opportunity to play a lead role in helping to conserve the community’s resources.

In addition to installing low-flush toilets throughout the hospital, YCH also installed economizers on its main boiler which reclaims heat from the heating and ventilation system.

Leadership, *Continued from Page 1*

care is seamless. The next steps in implementing these strategies will involve individual departmental and program managers meeting with staff to discuss the Strategy Map and how what they do every day helps our hospital achieve its goals.

Highlights of 2007-2008

As part of their year end review of accomplishments, leaders reviewed a number of highlights including:

- Hospital-wide implementation of Infection Control Plan
- Successful development and implementation of Surge C Protocol

- Introduction of Senior Leader and Nurse Manager Rounding
- Successful implementation of new Standards of Care
- Improvements in patient satisfaction among several programs most notably in Medicine, Day Surgery and Rehabilitation
- Improvements in the area of pain management and wait management
- Successfully achieving the lowest patient readmission rate in our LHIN
- Improvements in the areas of diversity out-

- reach and navigation strategies
- Development of various new care pathways
- Significant progress on Phase I including opening of the interim ER, new Family Birthing Centre and new Health Records area

YCH President and CEO Bruce Harber is encouraged by the strides being made to improve patient satisfaction information in a number of areas.

“I think the overall message is that the hospital has improved but there is still more work to be done,” says YCH President and CEO Bruce Harber.

Compassionate Care

Mary Gilpin had nothing but praise for York Central Hospital during her now weekly visit to YCH, but that wasn't always the case.

The Oak Ridges woman had visited the hospital in November, had an unpleasant experience and didn't want to come back for treatment.

Gilpin returned in December and was amazed at the care she received. She received treatment from the staff on the Third Floor of the Langstaff wing and she couldn't be more pleased.

"When I first came in, I thought I was going to die," recalls Gilpin. "They saved my life."

Gilpin says she has small veins and one nurse massaged her arm for an hour in order to do her blood work.

"I've noticed a tremendous change here," says Gilpin. "There are more smiles and staff look at you like they care. It's more friendly here now."

Another great example of the compassionate care patients experience daily here at YCH.

Let's keep it going.

Patient's Family Notices Positive Changes at YCH

Dear Mr. Harber:

Last year, I mentioned some attitudes and practices that I encountered in the admission of my mother to York Central.

This past January, I once again admitted my mother and found an improvement in the nursing assessment and care in Emergency.

They were great and the communication was very good.

The Cardiology department nurses not only helped my family, but I also saw them take care of other nurses' patients and communicate when asked questions.

Finally, in the Medicine Program, the same attention to patients and their care was visible.

It made me proud to see these changes and that the program the CNO has put in place is working. Even when a few mistakes

occurred, the manager making rounds left their cards for family or patients to contact them. The follow-up was excellent. Nursing staff moral seemed a lot better and they were more patient-focused.

When change occurs for the better, I believe it's important that I let you and Board members know the good news.

Merle Jacobs

YCH Nurses and Doctor Demonstrate Compassionate Care

On January 4, at 8:30 a.m., I had a colonoscopy done by Dr. Fingerote at your hospital.

I wanted to let you know how grateful I was for the concern and care I received at that time.

Particularly from the nurse who assisted Dr. Fingerote. I had an unpleasant reaction to a drug and she was very kind and stayed with me, checking that I was well enough to go home. I don't know her name,

but I would like you to convey to her, how much her care was appreciated by me.

Also, Dr. Fingerote was very kind in coming in to explain to myself and my son, the results of the procedure. He made me feel very comfortable.

After talking to friends, I had visions of having to sit in a hallway, dressed in a hospital gown, waiting for my turn, while people passed me in the hall.

I understand, this happens at some hospitals. I would have been very embarrassed.

I'm grateful the whole process at your hospital, was as dignified as possible.

For this, I thank you, Dr. Fingerote and the lovely nurse. I hope you will let them know how I feel.

Sincerely,

Joy Goz

We want to hear from you!

If you have celebrated an accomplishment, achieved a professional designation, recorded a compact disc or been voted president of your fraternity within the past three months, let us know about it. Help us celebrate our staff and what they do in the community.

We're also looking for photo opportunities. Call Alan Gilday, Internal Communications officer at ext. 7490, or email him at agilday@yorkcentral.on.ca

YCH Staff, Physicians and Volunteers in the Spotlight

Open House Raises Awareness of Social Work



Social worker Kelly Rivers, right, serves some cake to Joanne Riggi, Palliative Care at the Social Work Week Open House on March 5.

The event was designed to share with staff information on how social workers at YCH provide service through the entire continuum of care. YCH has social workers in many areas throughout the hospital.

Strategy Team Says Thank You to YCH Staff



More than 500 people turned out to the Staff Appreciation Tea on March 26. The event served as a way for the Strategy team to say thank you to all staff and medical staff for their hard work and dedication. The hospital made improvements in several key areas over the past fiscal year, which ended was March 31.

World Kidney Day Celebrated



Edwin Vilorio, Food Services, gets his blood pressure checked by Clinical Practice Leader Kimmy Lau at the World Kidney Day in the Atrium on March 14.

High blood pressure is one of the key symptoms of kidney disease. The event was held to raise awareness of kidney disease and its symptoms.

Inpatient Surgery Celebrates Improvements



Angela Hudspeth, left and Nancy Chu, both from the ICU department, try to count jelly beans at the Inpatient Surgery Open House on March 20.

The event gave staff the opportunity to help celebrate the program's accomplishments which included the implementation of best practice initiatives such as grouping orthopedic patients onto one unit, and the development of the fractured hip clinical pathway.

YCH Celebrates Persian New Year



Staff and volunteers got a taste of Persian culture on March 19 when staff members of Persian descent hosted the Second Annual Nerooz or Persian New Year celebration.

Labour and Delivery RNs Naghmeah Badiei and Sepideh Ghiasi said they were pleased to be able to share a bit of their culture with their YCH family. The event featured music, food, dancing and traditional Nerooz displays.

YCH Staff, Physicians and Volunteers in the Spotlight

Pharmacy Program Works Behind the Scenes



Jill Lee, right, receives drug information from Pharmacy program student Samantha Low, left and pharmacist Joyce Walker at the Pharmacy Awareness Open House on March 6.

The event was held to remind staff about Pharmacy Services, which works behind the scenes to help them deliver patient-focused care.

YCH Director Invited to Speak

Mary Yates, Director, Organizational Development, was recently invited to deliver a presentation regarding the YCH experience and SARS.

The event was the 6th Annual Hospital Preparedness Conference in Anchorage, Alaska.

Yates presentation, "Be Prepared to be Surprised; Supporting You People in a Disaster" was first presented at the conference in 2007.

It was so well received, organizers asked her back this year.



Mary Yates

YCH Projects Chosen for Health Expo

Four YCH projects have been selected to be showcased at the 2008 Health Innovation Expo which will take place at the Metro Convention Centre on April 22.

Bill Whittaker, VP of Human Resources and Support services will be showcasing his project on "An Integrated Approach to CEO Performance Evaluation."

Kathleen Heslin will showcase her models for "Improving Efficiency Through Process Redesign" and "Inter-professional Mentorship."

"Enhancing the Quality of Geriatric Care" will be showcased by Tanya Diamond, Manager, Continuing Care and Elder Life Specialist Lori Geary .

YCH to Honour Admin Professionals

YCH will be honouring the more than 180 administrative professionals who are members of its health care team with an appreciation event.

The event, which takes place during administrative Professionals Week (April 21-25) will feature a luncheon along with a presentation by a motivational speaker. Admission to the event is by invitation only.

YCH VP Elected COPHA Chair

Bill Whittaker, VP of Human Resources has been elected as President of the Central Ontario Healthcare Procurement Alliance (COPHA).



Bill Whittaker (Lindsay), Royal Victoria Hospital (Barrie), Southlake Regional Health Centre (Newmarket) and YCH. The alliance is allows member hospitals to save not only money, but warehousing space as well as streamline purchasing policies and procedures. "Each hospital can realize significant savings if we purchase in bulk and streamline our processes," says Whittaker.

COPHA is a not-for-profit, non-share capital corporation formed by Markham Stouffville Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital

(Lindsay), Royal Victoria Hospital (Barrie), Southlake Regional Health Centre (Newmarket) and YCH.

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"Each hospital can realize significant savings if we purchase in bulk and streamline our processes," says Whittaker.

YCH Nurse Receives Designation

Linda Reimer, a clinical nurse with the Domestic Abuse and Sexual Assault (DASA) Care Centre of York Region, has achieved her SANE-A certification in forensic nursing.

Reimer said she wrote the exam in Salt Lake City, Utah in October.

Forensic Nursing is relatively new in Canada. According to Linda, there are less than 20 SANE-A

nurses in the entire country.

As a SANE-A nurse, Linda has a higher level of knowledge, expertise, and professional commitment to the investigation of sexual assault cases.

The certification also validates the status and experience of sexual assault nurses who often testify as expert witnesses in court trials.

YCH Staff, Physicians and Volunteers in the Spotlight

YCH Honours Volunteers for National Volunteer Week

This month, York Central Hospital honours its many volunteers.

YCH has a strong and vibrant volunteer program that includes more 500 adults and 300 students from our community.

Volunteers work in over 100 different positions throughout the hospital. In addition to the hours they contribute, volunteers also contribute to the overall patient and family experience by assisting in providing a compassionate side of care.

The personal commitment made by our Student Volunteers is also significant. The more than 300 student volunteers throughout the hospital devote over 20,000 hours of their time annually.

The relationship that we as staff have

with our student volunteers is a special one. We recognize them as the leaders of tomorrow and we take seriously the role we play in providing them with the education and experience they need to make important decisions about their lives.

It is with the support of YCH staff that our students are developing attitudes, knowledge and skills needed to be contributing and responsible members of our society.

“On a day-to-day basis as we are occupied with our responsibilities, we don’t realize the impact these interactions have on volunteers,” says Karen Anderson, Director of Volunteer Services. “We’re every luck to have them.”



Volunteer Cristian Baciu takes some blankets out of the blanket warmer in the Outpatient Surgery clinic. Cristian hopes to become a doctor someday.

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York Central Hospital Foundation Gearing Up for Spirit of Care Run

Come out and support our Hospital and kick off the spring season with your family, friends and co-workers!

Join us for our 3rd Annual Share the Sprit of Care 5K Run/Walk which will be held on Saturday, May 3 at Richmond Green (located at Elgin Mills Road west of Leslie Street). We expect more than 750 runners and walkers will participate in this 5K chip-timed race and free 1K Scamper for children under 12.

The registration fee includes T-shirts (guaranteed for the first 500 registered participants) ~ Race Kits ~ complimentary pancakes and sausages, fruit, bagels and more!



Runners cross the finish line at the Annual Foundation Fun Run last year. The event takes place May 3. Be sure to register early!

Medals and prizes will be awarded to top runners and walkers in several categories and to all children participating in the 1K Scamper. Prizes will also be awarded for the top individual and team pledge earners.

Be sure to visit our Health Fair and Teddy Bear Clinic.

Our 2008 event goal is to raise \$75,000 to help fund the Breast Health Centre within York Central Hospital’s Diagnostic Imaging Department.

Over the past two years, the Share the Spirit of Care 5K Run/Walk has raised over \$110,000. Proceeds have helped to purchase medical equip-

ment that improves care for our patients and community.

Many of our hospital family have already started assembling teams and issuing challenges. What a great way for spirited competition while supporting our hospital.

Race co-chair Darlene Marado said runners don’t have to be serious athletes in order to participate.

“I’ve helped organize the run for the past two years and it’s always a fun event.”

For more information or for volunteer opportunities, please visit our website at www.yorkcentralrun.com or call the Foundation office at (905) 883-2032.

Timely and Available Service...

Redevelopment - Building a Healthy Community

York Central Hospital is growing as our population grows. We're expanding our spaces to ensure that we are better equipped to deliver timely and available service.

Many components of our Phase 1 redevelopment are complete and several more departments will be moving to new and expanded spaces this year.

The new Emergency Department, scheduled for completion in 2009, will be triple the size of our current department.

This summer, patients, visitors along with police, fire and ambulance personnel will be directed to a new ER entrance at the North/east

end of our new North wing.

When completed in 2009, our Diagnostic Imaging Department will be just over two times the size of our current department will open this summer.

To better serve our population, the completed space will offer new and improved facilities for ultrasound, mammography and general radiology, as well as associated support spaces which include new change areas and offices.

The hospital will continue to provide compassionate and timely mental health care with an expanded inpatient Mental Health Unit, including accommodation for 25 beds. This

expansion will solidify York Central Hospital's status change to a Schedule 1 Psychiatric Facility.

Coming to Level 4 of our New North Wing is the first of two new Medical/Surgical Units to support an additional 34 inpatient beds. This unit will be equipped with two isolation and two segregation rooms with negative pressure.

Double in size, the Chronic Kidney Disease Department – Hemodialysis, Outpatient Dialysis Clinics and a 24-station Inpatient Dialysis Unit – will be moving into its new area on Level 1 of our new North Wing this summer.

The project will also include a new 150 seat auditorium plus three classrooms.

Be sure to look for more information regarding this exciting event in the near future. Staff, donors and the public will be given a sneak peak at the new facilities just before they become operational.

Key Dates

June 23 - Emergency Department goes live in the New North Wing

June 27 - Procurement Services begins to move into the building

July 7 - 28 - Dialysis Department moves into the New North Wing

July 14 - Diagnostic Imaging moves in

Staff and Visitors Looking Forward to New Tim Hortons Outlet

YCH staff, patients and visitors will soon be able to "roll up the rim" right here at the hospital as Tim Hortons products will be available by April 22.

Renovations for the new Atrium Café featuring Tim Hortons began March 29 and are expected to continue until the renovation is complete.

The retail food service and the dining area of the CCC Atrium will be closed until Friday, April 18 to allow for renovations and improvements to the area. However, vending services will still be available.

"We appreciate your



This is an artist's conception of the new Atrium Café, which will offer Tim Hortons products as well as a selection of pre-made sandwiches.

patience as we change to serve you better," said Food Services manager Cyril Saunders. "During the renovations, we invite you to join us in the Garden Café where services will continue as usual."

The planned opening date for the improved Atrium Café is Monday, April 21. The newly renovated area will feature Tim Hortons coffee and baked goods, Pizza Pizza slices, Coca Cola beverages and a variety of freshly prepared

salads & sandwiches from our Simply to Go program.

The new Atrium Café featuring Tim Hortons will be open Monday-Friday 7 a.m. to 9 p.m. and weekends/statutory holidays 8 a.m. to 5 p.m.

The Starbucks coffee program was moved to the Garden Café on April 1.

Watch for further updates on the Atrium Café in the coming weeks.

For more information, please Cyril Saunders, Director of Food Services at ext. 7179.

Orientation - April 2008 Please Give a Warm Welcome to our New Staff!



YCH was fortunate enough to be able to add to the YCH Health Care team in March. Back row, left to right are: Arynilda Calupig, Laboratory Medicine; Jane Mina, RN 3 East; Analisa Ramirez, RN, 4 South; Chi Wai Mak, RPN, 3 East; Youngran Park, RN, CCU; Cecilia Wong, RPN, 4 North; Leonie Lau, RN, 4 North; Medeeha Ahmed, Instructor Therapist, Autism service; Judy Eristhee-Braham, Unit Secretary, ICU; Coleen Williams, Staffing Clerk, Central Staffing; Allison Martin, Instructor Therapist, Autism service; and Elena Shvartsman, RN, ICU

Front row: Sandra Pileggi, Unit Secretary, Continuing Care; Victoria Bakun, RPN, 4 East; Vanita Kellawan, RPN, 4 East; Allan Lee, RN, Emergency Medicine; Luba Kakhodnova, RN, 4 East; Samantha McLachlan, Manager, Emergency Medicine, Olga Zizovski, Environmental Associate. Missing from the photo: Sandra Raso, Respiratory Therapist.

Help Us Create a Great Team

Staff who may know a suitable candidate for employment at YCH are invited to sign up for the Employee Referral Program.

According to Employment Services Manager Vera Chiovitti, YCH is looking for 28 full-time and 25 part time nurses.

“Nurses are our focus right now,” says Chiovitti. “We figure staff will recommend friends or acquaintances who they would like to work with.”

Under the terms of the program, staff who submit a form which is signed by both them and the candidate, are eligible for a referral bonus of up to \$1,500. Employee referral forms are available from Human Resources, Fourth Floor, Douglas Storms Wing.

Upcoming Events and Activities

Tuesday, April 21-25
Administrative Professionals Week

Organ and Tissue Donation Week Open House

Time: 11 a.m. - 4 p.m.
Atrium, CCCR

Saturday, May 3

Share the Spirit of Care 5K Run/Walk
www.yorkcentralrun.com

Tuesday, May 6

Palliative Care Open House
Time: 2 to 4 p.m.
Atrium, CCCR

May 12-18

Nurse's Week Celebration.
Details to follow

Tuesday, June 24

Stroke Awareness Event

Wednesday, June 26

Annual Staff Barbecue

Volunteers, *Continued from Page 7*

Below is an excerpt from a letter written by a volunteer Cristian Baciu.

When I began volunteering at YCH in 2006, as a high school student, I was a bit nervous about how well I would perform on my first day. I remember walking into the Day Surgery unit and being greeted with warm smiles by all staff.

Every duty assigned to me was one less task the nurses had to handle, allowing them to focus on caring patients. It made me feel important to healthcare service- to see how easily I could handle the environment.

I decided to follow a career in the medical field and I am looking forward to possibly working with the outstanding staff at YCH. It continues to be a great experience.

Cristian Baciu