



January 2009

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Upcoming Events and Activities

YCH Chronic Kidney Disease Program gets new space

In November, York Central Hospital's Chronic Kidney Disease Program took a giant step towards improving the quality of care it delivers when it moved into new space.

The program is now located on Level One of the of the new North Wing, just past the YCH Library.

Highlights of the new location include six isolation rooms which will be used for patients who need to be separated from other patients in the unit.

"We're delighted our new location," says Barbara Gray, Manager of the Chronic Kidney Disease Program. "Our patients become like family. This new spacious and comfortable location is ideal for the delivery of clinical excellence and demonstrates our commitment to our patients."

The program currently treats more than 335 hemodialysis patients, 65 peritoneal dialysis patients and 8 home hemodialysis patients on a weekly basis.



Workers put the finishing touches on the Chronic Kidney Disease Program's new space just prior to the opening in November.

The move to a new space is just one of several improvements the program made during the past year.

Patients satisfied

A recent switch to a new dialysis equipment supplier has led to increased satisfaction among the program's patients.

The change involved training all staff and patients, completing an inventory turnover, and doing follow-up visits to patient's homes.

A patient satisfaction survey completed one year after the implementation

indicated the change was a good one.

New tools for patients

Another quality improvement implemented on a trial basis at the Oak Ridges Satellite Unit involved providing patients with a tool to allow them to take a more active role in the managing their illness.

Patients starting hemodialysis were given a binder of information along with care instructions. A survey will soon be distributed to evaluate the project.

Making a Difference...One Moment at a Time

YCH chosen for talent management pilot study

York Central Hospital is among six Ontario hospitals chosen to participate in the development of a talent management framework.

In August, the Ontario Hospital Association (OHA) solicited hospitals to take part in the study in an effort to overcome a leadership gap within the healthcare industry.

Because of the changes in the industry and demographic shifts, the OHA is taking a more proactive approach to developing leaders.

The goal of the program is to provide participating hospitals with the tools to identify staff who possess

leadership qualities and to nurture them.

The association will be covering all the consultant costs involved and by the end of the study, each hospital will have a talent management framework.

The study will identify



potential leaders and any gaps in their development and provide them with the tools they need to advance in their healthcare careers.

“This is the last piece of the puzzle in our overall performance leadership plan,” says Bill Whittaker, VP Human Resources.

“There’s evidence to support that having good leaders makes a good organization and we’re trying to tie into that.

Whittaker says he was pleased to learn YCH had been chosen to participate because in addition to the talent management framework, the hospital will also benefit from the work being done in other participating hospitals.

To assist all participating hospitals, a guide on the use of the talent management framework(s) will be made available and case studies from the pilot sites will be shared at a Talent Management Symposium to be held in early 2009.

By November, the Talent Management team hopes to have developed a number of assessment tools.

In December, a coaching and mentoring firm will be made available to hospitals wishing to enhance the leadership qualities among key staff.

Plenty of good ideas generated at second Staff Summit

Staff who attended the recent Staff Summit which focused on how we can best recognize our York Central Hospital staff came prepared.

Those who attended the meeting with Bruce Harber and other key members of the leadership team provided some insightful feedback on the issue.

The Staff Summit was designed to replace the former President’s Forum in order to provide staff with an opportunity to contribute their ideas.

After the first Staff Summit held last May, the decision was made to create a theme for each of the three remaining summits. There are plans to hold at least one Staff Summit each quarter.

Several staff said they were satisfied with the Holiday Breakfast, the Annual Staff Barbecue as staff appreciation events.

Staff suggested the Kiani Awards, which are given to staff who exhibit compassionate care on the job, should be expanded to include managers.

One suggestion which may be considered involved providing gift certificates tied to education to Kiani Award winners instead of a cash award.

One manager said she gets her staff to provide her with a list of their favourite things and she occasionally picks up something from that list if she wants to recognize them for a job well done.

Implementing a “Shining Star” or “Caught You in the Act” card which could be filled out and sent to any staff member who goes out

of their way to do something great was another suggestion.

Organizational Development Director Mary Yates, who facilitated the Staff Summit said she was pleased with the feedback and that she will bring some of the suggestions to the hospital’s strategy team for their consideration.

The next Staff Summit is scheduled to take place in February. The focus will be on improving the hospital’s physical environment and safety.

Compassionate Care

Patient praises compassionate care received at YCH

I am writing this letter to inform you about the exceptional care I have received at York Central Hospital. In fact, it's because of the staff's expertise, I am able to write this letter to you at all.

I was a patient on 4S and my diagnosis was unknown. I had to undergo many diagnostic procedures and I always felt supported and com-

forted by the nursing staff during this very emotional and frightening time in my family's and my life.

With the frightening and devastating diagnosis of cancer, my care remains exceptional. Inclusive in this expert and compassionate care are physicians such as Drs. Blakely and Ng and all the nursing staff on 4S.

Additionally, I would like

to recognize two nurses who I believe were instrumental in saving my life.

Their names are Suzy Viera RN and Genet Anesom, RPN. If it wasn't for their immediate assessment and response, calling the special team to my aid in a timely fashion, my outcome may have been different.

These special teams

arranged for my immediate transfer to Southlake where I received surgery within hours.

I thank all of the people responsible for the expertise and the compassion they have shown.

Sincerely,

Charles Corsentino

YCH's Adult Day Centre gets glowing review

My name is Connie Vince and I look after my father Thomas Schmidt, who had a heart attack and a stroke, which has left him with aphasia and a medical condition.

One of the services I accessed was the Adult Day Centre at York Central Hospital where my father attends half days on Tuesdays and Thursdays.

I would like you to know how much this benefits my father.

The staff at the centre have made an incredible difference in my father's life and his improvement has been constant.

I don't know what I would do without their help and efforts in improving my father's lifestyle.

He has learned skills to enable him to communicate more effectively with others. This is still difficult, but without this aid, he would be much more frustrated and depressed.

He also enjoys the special projects they organize and he is so pleased when he brings home a small treasure he has made for me.

The people attending your Adult Day Centre are fortunate and their lives are enriched by all the staff attending them.

Thank you for providing such a wonderful environment for these special people.

Gratefully,
Connie Vince
Thornhill

FYI: Diversity Site

Interested in learning more about cultural differences which may help you care for patients? If so, log on to www.ethnomed.org for more information.

We want to hear from you!

If you have celebrated an accomplishment, achieved a professional designation, spoken at a conference, written an article on health care or been elected president of your club 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

Timely and Available Service

Redevelopment Update - Mental Health and Learning Centre are next

Phase 1 of York Central Hospital's Redevelopment plan is continuing on schedule with the proposed opening of two new areas in the near future weeks.

The Mental Health Program is scheduled to move into its new space in February, and staff will be getting a sneak preview of the new space before the program goes live. The space is located on Level 3 of the Langstaff Wing.

Staff have also been anxiously awaiting the opening of the hospital's new Auditorium and Learning Centre. The new 1,800 square foot auditorium is located on Level One of the New North Wing, just down the hall from the new receiving area.

The auditorium has two separate projection units as well as 150 seats.



Here we grow again! Several Hospital programs will be moving into the New North Wing over the coming months. Details to follow.

The Learning Centre consists of two 500 square foot rooms which can easily accommodate up to 20 people.

The ICU unit will be moving into a new 13,000 square foot facility on Level 5, North Wing.

The chart on the right is a rough guide of the upcoming events over the next few months.

Department	Tentative Opening Date
Mental Health Program, Level 3, Langstaff	February 2009
Auditorium, Learning Centre, North Wing	March 2009
Medical/Surgical Inpatient Beds, Level 4, North Wing	March/April 2009
ICU, Level 5, North Wing	March/April 2009

Patient Relations Greeters connecting with patients

Patients admitted into a hospital environment often find themselves overwhelmed having lost control of their personal routines.

With busy staff scurrying in and out of the patient's rooms, they sometimes feel disconnected from their family and caregivers.

Focussing on the "little things" that often get lost in the shuffle of daily business of an active unit can mean so much for individuals admitted to hospital.

To make things easier for patients, the Patient Relations and Volunteer Services Departments developed a Patient Relations Greeter program

and decided to try it. A 34-bed medical unit was chosen for a pilot six-week trial which ended August 18. The results were so positive, the hospital has decided to make it a permanent program.

"We had great feedback from staff and patients and we have decided to continue it on 3 East and 3 North," said Patient

Relations Coordinator Brenda Tan, "Our two volunteers are concentrating primarily on distributing welcome packs to new admissions on the unit."

The Welcome packs contain a welcome letter to the patient, a note pad and pens as well as

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Timely and Available Service

YCH team share best practices with the world

In October, a team of health care professionals from York Central Hospital were asked share their ideas at a RNAO conference in Beijing, China.

“I was proud and honoured to be able to represent York Central and to share our experiences,” says Tiziana Rivera, Director, Professional Practice.

Rivera, along with ICU RNs Wanmy Chang, Chief Nurse Executive & Chief Practice Officer Kathleen Heslin and Dr. Hy Dwosh brought four presentations

to share with other health care professionals at the Beijing Nightingale Consultation of Culture. The focus of the conference was an international exchange on best practices in nursing.

Rivera said the presentations at the conference spanned the whole health care spectrum from paediatric care to caring for the elderly.

“It was an amazing opportunity because we were able to exchange information and research with people from more than 10 countries from

around the world.”

Surprisingly, the issues facing nurses in the rest of the world are the same as those experienced here in Canada but they are at different stages when it comes to addressing them.

The Chinese healthcare professionals were very interested in networking with others and advancing professional nursing practices.

“York Central Hospital was prominently highlighted as we were the community hospital with the most presentations.”

Central Bistro Grand Opening

Staff, physicians and volunteers are invited to attend the official grand opening of the Central Bistro on Wednesday, January 21, 2 - 4 p.m.

There will be a formal ceremony at 2 p.m., followed by a reception. Food samples and prizes will also be available.

York Central Hospital’s newest eatery features separate service centers for grilled entrees, a salad bar as well as a Booster Juice location.

Continued, from Page 4 information on who their doctor is and who they can contact if they have concerns.

The Greeter’s main role is to connect with the patient and their family in a friendly, supportive way. Patient Relations staff worked together with the unit manager to identify simple service improvements that the volunteer greeter could do. The greeter’s four-hour daily routine includes delivery of welcome packs to new patients as well as orienting the patient and family to the unit.

The Greeter cart will bring fresh ice water, magazines,



Patient Relations Greeters Mackenzie Hui, left and Eliza Li prepare welcome kits for patients before making their round.

books and opportunities to provide comfort and companionship to patients.

Patient Relations Greeters will also connect patients or families who have concerns back to the manager

and patient relations to assist in resolving of any problems.

The Patient Relations Greeter program adds a special touch to the hospital’s capacity building journey and in particular

to providing compassionate care connections.

It takes a special type of person to become a greeter. The person must be able to see patients and talk to them, and have a compassionate personality.

The greeters are also trained on how to interact with patients.

“The program has also helped staff learn about the little things as well,” said Tan. “Sometimes they get too task focused.”

Tan said she’s hoping to be able to expand the program to other units in the hospital.

YCH Staff, Physicians, and Volunteers in the Spotlight

Staff at York Region's DASA earn certification and awards

Several staff members at York Region's Domestic and Sexual Assault Care Centre recently earned their certification from the Ontario Association of Clinicians, Counsellors, Psychologists and Psychometrists.

Tina Pearson, who has worked as a psychotherapist with DASA for five years, is now certified. Pearson provides trauma counseling to adolescents and adults. She also works within



Tina Pearson

many of the high schools in York Region providing individual counseling services to the students and presenting workshops on Healthy Dating Relationships.

For the past eight years, Joanna Megraw RN, BA,

CPMHN(C) Counselor, has been working on the DASA Care Team where she has provided crisis and trauma counseling for victims of sexual assault and abuse. She has recently obtained her Certification in Psychiatric/Mental Health Nursing. Megraw is now working on her certification in Dialectical Behaviour Therapy.



Joanna Megraw

In June, Reina Zatylny MSW, RSW, was awarded the Gold Medal for Academic Excellence from Wilfrid Laurier University, and she is currently nominated for the Governor General's Academic Medal.



Reina Zatylny

YCH Staff member takes pride in her Whippet

York Central Hospital staff who know Debbie Quance are aware of her passion for dogs.

Bring up the subject and be prepared for a lengthy discussion from Quance, who works as an administrative assistant in Information Services.

Although she has owned dogs most of her life, a year ago, she decided to get a Whippet.

"I had never shown a dog either but decided to go just for fun," says Quance.

"Once I got there, I was taken in by the thrill of the competition."

Quance spent most of her summer competing against seasoned veteran dog handlers at dog shows with her dog, Tag.

Her shows have taken her all over Ontario and she now considers her cell phone and Mapquest to be her best friends.

Her dog Tag also made it to the winner's circle. He recently earned his CKC Championship



Debbie Quance with her dog, Tag.

Conformation title. Quance is already looking forward to the next competition.

YCH therapist edits textbook

York Central Hospital Occupational Therapist Maija Kogan recently participated in the joint project of Canadian Association of Occupational Therapists and European Union.

Kogan assisted in the development of the first OT program in Russia. She helped edit the Russian translation of Enabling Occupation: Occupational Therapy Perspective, a textbook which is considered to be at the heart of the foundation of OT in Canada.



Maija Kogan

In March, Kogan also co-authored an article for the Canadian Association of Occupational Therapist's publication.

YCH Volunteer honoured

York Central Hospital volunteer Naim Malik recently received the YMCA Peace Medaillion.

Malik serves as a volunteer with the hospital's Diversity Council as well as the Foundation community gifts committee.



Naim Malik

In June, Malik co-chaired

the first Muslim fundraiser event for York Central Hospital.

The Richmond Hill businessman serves on the board of volunteer bureau Helpmate and the York Region Hate Crime Committee

The Peace Medaillion is awarded to individuals who work to find peaceful solutions to violence in the community.

Orientation - Introducing the Class of September 2008



Back row, left to right are: Kurt Streick, Plumber; Errol Delgado, Environmental Services; Ronald Manuel, Environmental Services; William Davidson, 3rd Class Shift Engineer; Manuel Soriano, Environmental Services.

Front row: Fe Gamiao, Environmental Services; Dante Coloma, Environmental Services; Anis Ferguson, Environmental Services; Gina Konstantinidis, Facility Services Coordinator, Sodexo; Rosalinda Manalo, Food Services.



From left to right are: Shirin Khasbakhhi, RPN; Winnie Wong, MRT; Olga Chepurnaya, RN; Olivia Roche, RN, Vince Pannozi, Painter.



Back row, left to right are: Zohreh Farahani, RPN, Yuri Stovichek, RN; George Gharibo, OR Materials Coordinator; Alice Wong, RN; Elizabeth Paternak, Utilization Coordinator.

Front row: Phyllis Chan, RN; Yanan Zhang, Systems Analyst; Rejina Garcia, RN; Glory Prupas, RN; Wen Li, Release of Information Administrator.



Back row, left to right: Claudia Benvenuto, Environmental Services; Amanda Beales, Dietitian; Farnoosh Yazdanpanah, RPN; Julie Kilb, RN; MariJane Huliganga, RN.

Front row: Roselyn Garcia, RN; Vivian Eghosa, RN; Vanita Mistry, Unit Secretary; Heidi Muhberger, Environmental Services; Lisa Hamilton, Corporate Professional Practice Coordinator.

Orientation October 2008 - Meet Our Newest Staff



Staff from the October 2008 Orientation Group. Back row, left to right are: Back row, left to right are: Amy Elvidge, Lab Assistant; Bruce MacLaren, 2nd Class Shift Engineer; Chantal Kulczycki, Unit Secretary; Taiwo Sebioniga, RPN; JiYeong Koh, RN.

Front row: Soraya Rampour, RN; Luz Sta. Maria, Environmental Services; Gina Forte, RPN; Jenine DiBrango, Unit Secretary; Elizabeth Senoron, RN.



Back row, left to right: Back row, left to right: Peter Peart, Environmental Services; Kerry-Anne Robinson, Behaviour Consultant; Johnson Bose, RN; Gina Ang, Environmental Services; Oliver Blunn, Behaviour Consultant; Marleen Haleem, Environmental Services.

Front row: Lisa Britton, Development Assistant; Gloria Stu, Dietitian; Rimi Choudhury, Respiratory Therapist; Maureen Neglia, Patient Care Assistant, Maggie Lin, RPN.

Upcoming Events and Activities

Thursday, January 21 - Central Bistro Grand Opening, Main Entrance, 2-4 p.m.

Thursday, February 5 - Kiani Awards, Room 217, CCCR, 12-1 p.m.,

Thursday, February 12 - Mental Health Program Grand Opening, 2 p.m. - 4 p.m. Level 3, Langstaff

Wednesday, February 18 - Ostomy Day - Community Room, York Regional Police Station, 8 a.m. - 4 p.m. A free workshop for patient care staff.

Coming Soon

March/April 2009
Opening of the Intensive Care Unit, Level 5, North Wing

Spring 2009
Diagnostic Imaging renovations to existing space

Emergency Department - renovations to former space

Pharmacy, Level One, Langstaff - renovation and partial expansion