



March 2009

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Town of Richmond Hill Wing opens

It's official, the Town of Richmond Hill Wing will officially open on Thursday, March 26.

The opening will be the first event to be held in the hospital's new auditorium. The 150-seat venue is scheduled to be completed just in time for the grand opening.

Staff Sneak Preview

All staff, physicians and volunteers will be given a sneak peek of the Town of Richmond Hill Wing on Wednesday, March 25 from 10 a.m. - 12 p.m. Level 3 and Level 5 of the new wing will be open for tours. An official grand opening ceremony is scheduled to take place in the new auditorium the following day from 3:30 p.m. to 5 p.m.

Level 5 will become the new home of the Intensive Care Unit (ICU) which was generously funded by the Volunteer Association of York Central Hospital. The new ICU is almost four times the size of the department's existing space. It includes sliding glass doors in front of and



Open for business...the new Town of Richmond Hill Wing was officially opened at a ceremony on March 26.

between patient rooms which will provide clear visibility of the patients at all times as well as enhanced infection prevention and control.

The unit also features two isolation rooms and nine private rooms which can be used for patients with infection control issues.

Funded by the Paul B. Helliwell Foundation, the Medical/Surgical Unit on Level 3 features 19 patient care rooms including a Cardiac Care zone.

The entire new area is outfitted with a cardiac telemetry system which continuously monitors the

hearts of patients and transmits heart activity to a central unit at the nursing station. This system allows patients to move freely throughout the unit and has an alarm that notify staff if problems occur.

More Events Planned

The event is just one of several planned before the end of the redevelopment project. There are events planned for the opening of the new Ambulatory Clinic area the renovated Diagnostic Imaging Department as well as Pharmacy, Chemotherapy and the Medical Day Care areas.

Health Minister Caplan announces dialysis centre funding

Provincial Health Minister David Caplan recently announced the Ontario government is providing funding for a new satellite dialysis centre in Vaughan.

Once completed in the summer of 2009, the site will offer treatment for patients requiring dialysis. Patients referred to this unit will most likely find this location more convenient than the hospital's main site in central Richmond Hill.

The new Vaughan Satellite Dialysis Unit will consist of 33 renal dialysis units, including a nephrology out-patient clinic.

Patient satisfaction continues upward trend

The latest patient satisfaction scores are in and there's good news...they are continuing their steady climb toward the hospital's goal of creating a great patient care experience for all.

Four areas including Emergency Medicine, Maternity, Med/Surg and Paediatrics all saw increased patient satisfaction scores. Special mentions include: an outstanding satisfaction score of 91 out of a possible 100 for physicians in our Nephrology Clinic, an increase from 45 to 72 in patient satisfaction regarding patient information and communication on the Maternity Unit, and an increase in the overall patient satisfaction score for the Pediatrics Unit from 76 to 89!

Congratulations to our entire healthcare team on our continued progress.

The project is expected to cost \$10.55 million with the Ministry of Health and Long Term Care providing a maximum capital grant of \$8.24 million.

"Transportation and the time it takes is one of the biggest challenges facing our patients and that the new facility will help alleviate that burden," says Dr. Bharat Nathoo, Clinical Director of the Chronic Kidney Disease Program. "Each patient must make the trip from their home to a treatment centre 156 times each year."

Hospital launches new Code of Conduct

After a year long consultation with YCH staff, physicians and volunteers, York Central Hospital proudly launched its new Code of Conduct which has now been widely shared with all staff and will soon be publicly displayed in all areas of the hospital.

Members of our health care team have welcomed the new Code as truly representative of the kind of working and patient care environment that each of us would like achieve for the benefit of all concerned. To help ensure all staff are aware of the new Code, members of the Code of Conduct Committee will soon be visiting every patient care unit and service department offering pocket sized versions of the code as well as a leave behind poster copies for the Capacity Building Boards.

York Central Hospital Code of Conduct

The YCH Code of Conduct is a set of principles, values and practices that guide the behaviours of everyone who works or volunteers at YCH and for all patients and visitors.

York Central Hospital is committed to a safe, caring, compassionate, and inclusive environment where we:

Treat one another with compassion, kindness, courtesy, respect, and dignity.

Recognize the unique role and contribution of each individual.

Work together.

Listen and communicate responsibly.

Take responsibility for our actions.

Act with integrity and fairness.

Resolve differences and concerns in a sensitive and timely way.

YCH Staff, Physicians, and Volunteers in the Spotlight

Kiani Awards...leading others through dedicated service

The Kiani Awards, which are presented to staff who exemplify dedication to patients were recently given to four outstanding YCH staffers during a recent emotionally-charged ceremony.

Although the awards are normally given to three staff members and a physician, the physician chosen was out of the country and will be recognized at the next Kiani Award ceremony.

Considered extremely compassionate and caring towards patients with her soothing comments and presence, Kiani Award winner Sharon De Beaucamp works as an Instrument Technician in the hospital's Urology Clinic.



The most recent recipients of the Kiani Awards were honoured at a recent ceremony. From left to right are: Oksana Sklifasovska, Barbara DiMambro, David Strome and Sharon De Beaucamp.

The second Kiani Award winner Barbara DiMambro spent many hours trying to help a young cancer patient find the resources he needed to survive. DiMambro works as a social worker in the Surgery Program.

Known for displaying her

compassion, respect and caring and for always being willing to make great efforts to accommodate her patients' needs, the third Kiani Award winner Oksana Sklifasovska works as a nurse with the Wound and Skin Care Team as well as Continuing Care.

The fourth Kiani Award was given to a man who always goes that extra mile when it comes to providing service to our patients. On one occasion this man went out of his way to provide fresh strawberries to a seriously ill patient. David Strome works as a storekeeper in the hospital's Food Services Department.

Each of the Kiani Award winners receives a plaque, pin as well as a cheque for \$500.

The Kiani Awards are given out semi-annually to those who demonstrate exceptional dedication to patients at YCH. Nomination forms are located throughout the hospital.

Ramirez sets his sights on the World Championship

To say York Central Hospital's Emilio Ramirez is committed to jujitsu and martial arts is an understatement.

On March 15, Ramirez beat eight opponents to win a spot on a team which will compete at the World Championship in Abu Dhabi, United Arab Emirates in June.

It was only last November when the 33-year-old Richmond Hill resident,

who works as a transporter at York Central Hospital, won the Canadian Welterweight Jujitsu Championship.

"The World Championship is the equivalent of the Olympics in jujitsu," says Ramirez, who has been training about 15 hours a week to prepare for the trials.

Ramirez started learning jujitsu a few years ago for the health benefits but he

has been studying martial arts for the past 15 years. He is now teaching and coaching others and soon hopes to be able to develop his own jujitsu techniques and possibly take his skills to the world of Ultimate Fighting.

Jujitsu is very therapeutic, says Ramirez. Once an individual learns the basic skills, they have to use their mind to outsmart their opponent.

"For me, more than anything, I want to succeed and set an example for my son and my family," says Ramirez



Emilio Ramirez with the medal he won at the North American trials.

Compassionate Care

Patient's family offers heartfelt thanks for care received

A few months ago, my mother, Lillie Yano was admitted into the hemo-dialysis program at York Central Hospital when she could no longer perform peritoneal dialysis at home. She received excellent care from all of the staff on that unit.

Sadly, my mother also developed pancreatic cancer and she was admitted into the palliative care division, under Dr. Wu, early in December, where she received exemplary care until her death on Dec. 26, 2008. All of the nurses there were extremely caring, compassionate and thoroughly sensitive caregivers. They all work very hard to ensure that the final days of the patients are the best they can possibly have.

The nurses there are to be commended for their professionalism and humanitarianism. I am very grateful they made

my mother feel loved and respected.

Donna Bellmore, the Nephrology Social Worker for the York Region Dialysis Program was amazing. Not only did she visit my mother several times, but her attentive, empathetic manner also helped both my mother and I deal with death and the process of dying. She spent considerable time with both of us throughout the several weeks of palliative care. All nursing staff could learn much from this kind and loving woman.

Above all, the Nephrology physicians are to be commended for their outstanding care of patients on dialysis. One of the team, Dr. Andre Charest, who was mom's physician when she was on peritoneal dialysis for three years, is outstanding. He is an exceptional doctor who has great rapport with his patients.

Even though he had

stopped being her doctor after she stopped receiving dialysis treatment, he and his staff continued to visit her when she was placed into palliative care. He took on the difficult task of breaking the news of her imminent death to her. He spoke to her with such compassion. I certainly appreciated his wonderfully sensitive bedside manner. Actually, mom had visits from all of her peritoneal dialysis team. Judith Ferguson, especially, was exceptional. She came several times to see my mother before her regular day at the Oakridges Clinic started, to make sure she was alright. In my opinion, this team a group of extraordinary professionals who exemplify York Central Hospital's mission statement.

After my mother passed away, I was extremely surprised to receive beautiful flowers from the nephrology physicians.

Then, a few days later, I received a card from the York Central Hospital Foundation informing me that Dr. Nathoo, Dr. Manuel, Dr. Szaky, Dr. Charest, and Dr. Pandes had made a donation in my Mother's memory to the hospital. I have never experienced in my entire life such personal caring and generous gestures by doctors. My family and I are truly appreciative of everything which was done for my mother. York Central Hospital is certainly fortunate to have such dedicated doctors and nurses who are models of humanitarianism.

In closing, I can honestly say that my mother could not have received better care anywhere else. I thank all York Central staff who made my mother's passing bearable.

With Gratitude,

Lillian Blakey and the family of Lillie Yano

We want to hear from you!

If your program, department or service has celebrated a major accomplishment, or professional certification, please let us know so we can help celebrate that success. Also, if you have achieved something special in your personal life - received a community service award, or been elected president of your club within the past three months, let us know about it. Help us celebrate the many successes of our hospital, our staff, programs and volunteers.

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

Stories of dedication from the Medical Advisory Committee

There are many stories regarding the many wonderful things which take place within York Central Hospital, many of them go untold. These are just a few of them.

Team effort leads to successful delivery of baby

Recently, the Woman and Child Program(WCP) and Emergency Unit received a call from EMS about a critical situation involving a young woman who was experiencing a very difficult delivery of her child - partially at home and partially in an ambulance.

The EMS worker was able to deliver the baby but upon delivery, the baby needed to be resuscitated. The WCP team, Obstetrician/Pediatrician/

NICU RN/L&D RN/LC/ and Manager as well as residents ran to the Emergency Department to support the Emergency team.

Upon arrival, the baby was receiving compressions and bag and mask and the WCP and Emergency teams moved into action. The teamwork of not only the staff from two programs but all of the allied health members including RT, pharmacy/pharmacist, SPD, the Lab technician, DI

(portable ultrasound) did an incredible job getting the baby stabilized.

As the team worked together, there were no raised voices, only questions of what can I do to help, what do you need, clarifying and ensuring the orders were received and carried out in a timely fashion. As soon as something or someone was asked for, they or it was there.

What a pleasure to work

with and observe an incredibly multidisciplinary team work so well together in an event that can be so emotionally charged.

Many thanks to everyone involved for their expertise, professionalism, dedication and commitment to providing the highest standard of care. You make us all proud to work at York Central Hospital.

Submitted by: Sam MacLachlan

Positive outcome thanks to timely and available service

Recently, there was a very difficult case in the Emergency Department when a three-year old was unable to breathe after getting a grape stuck in the throat. Dr. David Swartz removed the grape and the child was stabilized and later sent to the Hospital for Sick Children. At the time of transfer, the child was already showing signs of improvement.

Everyone along the entire continuum of care was spectacular. Everyone worked as a team. EMS was great in their prompt transfer to the hospital and their assistance here.

There is now a lab tech stationed in the ED and she played an important role. The anesthetist and pediatrician on call responded promptly and were also critical to this positive outcome.

Lastly, and certainly not least were the nurses who handled this difficult situation with grace and skill. Dr. Swartz should also be congratulated for what could have been a very different outcome.

Submitted by: Dr. Nalin Ahluwalia

Do you know an outstanding volunteer? Nominate them for a volunteer award

Each year, the Volunteer Association of York Central Hospital recognizes several of its members with Departmental Service Awards.

These awards are given to volunteers who have been part of a department or service for five or more years and have had positive interactions with patients, staff and other volunteers. The nominations come from hospital staff and fellow volunteers. If you know someone in your department/service who you believe is deserving of this award, please pick up a nomination form from the Volunteer Services Department, Room 5929, Douglas Storms. The deadline for nominations is March 27. Recipients will be acknowledged at a reception during National Volunteer Week, April 18 – 25.

If you are uncertain as to how long your volunteer has been in your department, please call ext. 2057.

Updated parking machines coming to parking lots

In recent months, there have been several improvements made to existing parking lots at York Central Hospital which have improved service for staff and the public.

Valet Service

One of the first improvements was the introduction of valet parking service which has increased the capacity of the East Parking Lot by more than 100 spaces. This service is well utilized from Monday to Friday during peak work hours and has done much to alleviate overcrowding in this lot.

Conveniently Located Parking Office

The parking office was moved to a building adjacent to the North Parking Lot outside the Emergency Department. This has been a great move for all staff, volunteers and the public as they no

longer have to enter the building to have their parking needs met. Instead, all parking matters can be addressed on the spot.

User Friendly Public Pay Stations

To help make the parking payment system easier to use and more responsive to the needs of our patients and visitors, new Parking Pay Stations will be installed in spring 2009.

These stations will be more user-friendly, meet accessibility standards, and allow patients and visitors to purchase weekly and monthly passes directly from the pay stations. Visitors will also be able to pay at the pay stations as they leave allowing them to pay only for the time they have parked in the lot. It is our hope that these new pay stations will help to enhance the overall

parking experience for those visiting York Central Hospital.

Visitor Parking Rates to Increase

The visitor parking rates are going to increase effective April 1, 2009. The scheduled increase is based on a survey of all other hospitals within our LHIN and annual review of parking rates which found that York Central Hospital rates were below that of our neighboring hospitals.

Parking fees provide a valuable source of funding for our hospital helping to fund the ongoing maintenance for our parking lots such as snow removal, lighting, and security, asphalt repairs and are also used to help fund quality patient care services at York Central Hospital. As a suburban hospital, the vast majority of our patients and visitors arrive by car and need ade-

quate parking to receive hospital services or support a friend or loved one in hospital.

Staff Parking Rates Unaffected

The parking rates for staff will remain the same subject to further review.

Additional Improvements on the way:

- Additional 14 Physician parking stalls near the new Physician Lounge
- Redesign of the North Overflow Lot – expanding the vehicle capacity by 50 additional spots
- New Hang Tags connected to the staff member rather than the vehicle
- Security Cameras for all lots and the Parking Office.

e-Pay system coming to York Central Hospital

E-Pay is a service that allows employees the ability to view and print current and past pay statements electronically over the internet /intranet 7 days a week, 24 hours a day.

York Central Hospital will be implementing this secure service to all York Central Hospital staff

within the next few months.

e-Pay is designed with staff convenience and ease-of-use in mind. It has been introduced at other hospitals with much success. No longer will you have to wait for your paper pay statement to arrive on Thursdays. Instead, you will be able to view the statement on the same day

as your pay is deposited into your bank account. You will have access to current or past pay statements at your convenience, whether at work or at home.

Once the e-Pay system has been thoroughly tested it will be rolled out to all staff.

When staff register for e-Pay, they will receive an

email with instructions on how to log onto the e-Pay system.



Orientation - New Faces at YCH December - January

Please Welcome to Our Newest Staff Members, December 2008



Back row, from left to right are: Ainsworth O'Connor, RN; Veselinka Miskovska-Nedevska, Environmental Services; Donna Forte, Environmental Services; Azim Shabestary, Environmental Services; Jeanine Latigar, RN.

Front row: Carol Cruden, Utilization Coordinator; Naomi Higenbottam, RN; Archielynn Atif, RN; Lorraine Inglis, Utilization Coordinator.



Back row, from left to right are: Nella Di Rienzo, Environmental Services; Anne Paul, Admin Assistant; Antonietta Giordano, Environmental Services; Christine Meszaros, RN; Marth Chase, Unit Secretary; Stephanie Mayerhofer, Med Lab Technologist; Constantina Vornicu, RN.

Front row: Chandrani Amarasinghe, Food Services; Danit Fischtein, RN; June Wilson, RPN; Anna Wright, RPN.



Back row, from left to right are: Josie Ladines, RN; Mojgan Banisaeed, RN; Rajdeep Poonia, RN; Amanda Chan, MLT; Hea Jung Lee, RN; Becky Ng, RN; Suzi Panovski, Admin Assistant; Chris Wylie, Capital Planning Manager; Negin Nikfar, RN.

Front row: Doriann Duncan Johnson, RN; Dianne Cosentino, Administrative Secretary; Edward Berkovsky, RN; Andrew Lotto, Manager, District Stroke; Svetlana Douvidzon, RN.

Absent from the photo are: Leslie Yaff, Social Worker; Carla Palmer, Director, Community Programs; Lionel Mann, ICT/PMO Analyst; Trevor Campbell, RPN; Hamid Mirtaheri, MRT.

The Class of January 2009

Orientation February 2009 - Meet Our New Staff



Back row, from left to right are: Emmelia Lau, Pharmacist; Judith Panopio, RN; Susan Kerr, MRT; Sabrina Cheverie, Environmental Services; Marianna Galeano, Environmental Services; Melanie Jover, Professional Practice Coordinator; Maureen Hunter, Environmental Services.

Front row: Iryna Malyshava, ECG Technician, Lucy Lourdusamy, RPN; Raymond Wong, ECG Technician; Paul Ficarella, Environmental Services and Hamid Mirtaheri, MRT.



Back row, from left to right are: Ludmila Kaplansky, RN; Colleen Kozak, RN; Ingrid Fanfair-Reid, RN; Sammy Alif, RN; Laura MacIsaac, CNS; Ildiko Nanai, RN.

Front row: Kim Glen, Account Associate; Alexander Farkas, Environmental Services; Luigi Caruso, Environmental Services; Jimmy Perez, Environmental Services; Carole Speirs, Unit Secretary.

Upcoming Events and Activities

**Wednesday, March 25
Staff Sneak Peek** - Town of Richmond Hill Wing, 10 a.m. - 12 p.m., Levels 3 and 5.

**Thursday, March 26
Grand Opening** - Town of Richmond Hill Wing, Ceremonies and tours of Level 3 and 5, 3:30 p.m. - 5 p.m.

**Wednesday, April 22
Administrative Professionals Week Celebration** - invite only. 10 a.m. - 11 a.m., Berwick Family Auditorium, Level 1, Town of Richmond Hill Wing

**Wednesday, April 22
Volunteer Week Celebration** - 1 - 3 p.m., Atrium, CCCR

Coming Soon

**Saturday, May 2
Spirit of Care Run**, YCH Foundation Fundraiser

**Tuesday, May 5
Palliative Care Conference** - Open to Clinical Staff only

**Monday, May 11 - 17
National Nursing Week** - details to follow