



October 2008

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## YCH Gets Green Light for Schedule 1 Patients

York Central Hospital has been granted Schedule 1 designation under the Mental Health Act (MHA).

This is very exciting news for our hospital and the community it serves as we will now be able to provide a more comprehensive range of care for individuals with mental illness.

### What does this mean?

With this new designation, York Central Hospital can now hold and treat "involuntary" patients, whereas in the past, these patients would have had to be transferred to another facility. This enhancement to YCH's services will allow us to keep these patients close to family, friends and other community resources so they will be better supported when it's time to return home.

### Projected Timelines

"Over the next few weeks, we will be increasing our staffing on our mental health unit to accommodate the increased complexity associated with

Schedule 1 patients," says Susan Fyfe, Operations Director, Continuing Care Program."

Fyfe is asking staff for their patience and understanding during this transition period into a fully functioning Schedule 1 Mental Health Unit. This will happen once the staffing is in place.

"Our patients will be able to stay closer to home and

closer to the local support they need," says Fyfe.

This change in designation to the entire hospital has been in the planning stages for a number of years but has had a great deal of focus across the organization over the last year. Policies/procedures have been updated, staff education has taken place and renovations are now complete on 3 West Langstaff to prepare for Schedule 1.

## Here We Grow Again!



Work continues on the Chronic Kidney Disease Program's new space in the north wing. The department is expected to be moving in November. For more information, on the Redevelopment project, see Page 5.

# Making a Difference...One Moment at a Time

## Staff Satisfaction Survey - Don't Miss Your Chance

Providing high quality health care is something to which everyone at YCH is committed. In order to do that, we need to know what improvements could be made to our work environment ensure the quality of health care delivered at YCH is the best it can be.

This October, all YCH staff and physicians will be given the opportunity to participate in a comprehensive Satisfaction Survey.

It's been nearly four years since the last survey was conducted and the YCH Leadership Team believes it's time to survey staff again.

"We want to see what strategies or initiatives we can put into place to ensure YCH remains a great place

to work and receive care," says Mary Yates, Director of Organizational Development.

One of the strategies put in place was the creation of the Kiani Compassionate Care Awards. The event was established after staff indicated in the 2004 Satisfaction Survey that there should be more recognition for staff and physicians.

### How to Participate

During the month of October, staff and physicians will receive a package in the mail. The package will contain instructions on how to complete the survey online as well as a paper copy of the survey.

All staff and physicians are encouraged to answer all the questions and return it

in the postage paid envelope. The surveys will then be sent to NRC Picker for processing.

### Confidentiality Assured

The survey is completely anonymous. Managers and other leaders will not know the identity of any of the respondents.

Once the surveys are processed and the data collected, a report will be released in December. The results will be available for review by everyone shortly afterwards.

### Acting on the Results

Managers will receive information regarding their respective departments and they will then use the results to formulate an action plan. The survey will gather information on communication, respect, recognition/compensation,



workplace environment, teamwork and learning environment within each department.

Any staff and physicians interested in seeing the full results of the 2004 survey can log onto the YCH Intranet and click on the survey icon.

"Last time, we got a response rate of more than 50 per cent which was great," says Yates. "It means our staff are really interested in providing constructive suggestions on how to improve our work-life."

## You Replied, We Implemented - Accomplishments Since 2004

With YCH set to launch a Staff Satisfaction Survey in October, it may be useful to outline a few of the changes made to the hospital since the 2004 Staff Satisfaction Survey.

### CCRT

One of the most well-received changes was the implementation of the Critical Care Response Team (CCRT). The team, which consists of 18 trained nurses who work closely with physicians and respiratory

therapists to identify patients who are at risk of further decline, had a great impact on the level of respect and teamwork among staff.

### Email for All Staff

Ensuring all staff have access to email at YCH was also an important step. All staff are encouraged to check their email regularly for updates on events and other hospital initiatives.

### YEA Team

The York Central Hospital

Events Association (YEA) team, a group of staff volunteers who organize events for staff was a direct result of the 2004 Satisfaction Survey. The team has held one event and is working on organizing another event for the fall.

### Mentorship Program

The Critical Mentorship program for nursing staff has helped advance professional practice at the hospital. To date, more than 20 YCH mentors and 55 mentees have participated.

### Tim Hortons

Bringing Tim Horton's and enlarging the Garden Cafe were two other items which have been implemented since 2004.

### Cultural Celebrations

The various cultural celebrations which have been facilitated at YCH is another request which came from the 2004 Satisfaction Survey. Staff and physicians have enjoyed being able to share their cultures with their co-workers.

## Compassionate Care

### Family Expresses Gratitude for Kindness and Patience

On Saturday, August 9, my grandfather Everett Wong-Sue was brought to the hospital by ambulance.

He was at the long end of a 10-year journey with Alzheimer's when pneumonia set in.

He was moved to the 4th floor so the family could gather to tell him goodbye.

On behalf of myself, my grandmother, Vera, and our entire family, I want to

express our thanks and deepest gratitude for the care, attention, and help over the weekend for Everett.

To Dr. Yu in the ER - thank you for your prompt attention, compassion and patience during a difficult time.

To the nurses in the ER, especially Lee and Julia, thank you for your help, your kindness, and for

using the "kid gloves" with our bewildered family.

Dr. Chu - thank you for your counsel and all the comfort you gave Everett on his last day.

To the nurses on the 4th Floor - thank you for bringing us extra chairs, helping us to clear the room when needed, putting up with our loudness, and for being so kind at the end.

Our thanks also to anyone I have missed - you made a difficult situation a little bit easier for us.

Because of everyone's support and help my grandfather was able to have a peaceful passing surrounded by those who loved him. And that was the greatest blessing we could ask for.

Sincerely,  
Natalie, Vera Wong & Family

### Wife Thanks Doctor and Staff for Understanding

My husband Ernest Gilmore was recently admitted to your hospital and we wish to express our sincere gratitude to the doctors and staff for their understanding and patience during this difficult time.

I would like to mention RN Jean Louis, who displayed exceptional attention and understanding for which we will always be grateful.

Sincerely,

Eleanor Gilmore  
Thornhill, ON

### Dignity Along with Quality Medical Care

For more than 10 years, our late father, Sheun-Chee Wong had been under the care of Dr. Nathoo and his colleagues, Drs. Szaky, Manuel, Charest and Pandes and various nurses on the Nephrology team.

They are truly experts in their field. But more than that, their compassion and genuine concern towards their patients deserves our utmost respect.

Renal failure is such a chronic disease that it takes its toll on everyone, but they did more than they had to for our father and got him through his last days with pride and dignity.

We are also thankful to all the nurses in the Continuing Care Unit on 3 East (CCCR). They took excellent care of our father during his lengthy stays there between 2005-2007.

Words cannot express how grateful we are. May we only wish that under your expert management, York Central Hospital will continue to deliver top quality medical care to our community.

Yours Sincerely,

The Wong Family  
Richmond Hill

### 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](mailto:agilday@yorkcentral.on.ca)



## Timely and Available Service

# YCH Comes to the Rescue of Langstaff Family Twins

Staff and physicians in York Central Hospital's Neo-Natal Unit were recently called to provide care to a set of twins who had been unable to find space at other hospitals. The twins also happened to be the newest members of the family of Dr. James Langstaff, YCH's first Chief of Staff and the man for whom our main acute care wing is named.

Bruce Langstaff's wife Kathleen Kent gave birth to twins James and Claire at Mount Sinai Hospital on August 15.

The twins came into the world two months earlier than expected and required specialized care. Both Mount Sinai and Toronto's Hospital for Sick Kids were unable to



**Bruce Langstaff and wife Kathleen Kent feed their twins James and Claire in YCH's Neonatal Intensive Care unit. YCH was able to prevent a transfer of the twins to Ottawa or the US.**

accommodate the couple, and fortunately, YCH's NeoNatal Intensive Care Unit had the available capacity and the skills to care for them.

"If we weren't able to get space at York Central Hospital, the babies would have had to go to Ottawa

or Michigan for treatment," says proud father Bruce. "It really underscores the need for more funding for NeoNatal units across the province."

The Langstaff family has been involved in health care in the Richmond Hill area for a number of years. Bruce's great, great grand-

father James Miles Langstaff was one of the first physicians to practice medicine in Richmond Hill back in 1849. Bruce's grandfather Dr. James Langstaff cared for patients and delivered babies for a number of years before lobbying the region to build York Central Hospital. He also served as the hospital's first Chief of Staff.

"It's a great feeling to be here knowing the Langstaff family were able to help create the great facility that York Central Hospital is," Bruce says. "I'm proud to be a Langstaff and proud to see the hospital has become a great facility for treating people from York Region as well as the province."

## Admissions Team Dedicated to Providing Quality Care

Since May, a dedicated team of healthcare specialists have been roaming the halls of the Emergency Department as part of a six-month pilot study.

The Roaming Admissions Team consists of Nurse Manager Linda Waterman, Clinical Co-lead Judy Smith and 10 nurses who participate in this educational study over a two-week period. It allows them to develop skills related to the admission process and patient assessment.



**Judy Smith, Clinical Nurse Educator with the Emergency Medicine program, right, goes over the patient tracking board with RN Roya Sadeghi-Tabari, left and RPN Chi Mack.**

"The response has been phenomenal. We've received nothing but posi-

tive feedback from nurses involved in the team," says Judy Smith.

According to Smith, there are roaming admissions teams at other hospitals but none that offer an educational component or the mobility.

"At the end of the study, we're going to evaluate and consider whether it's an initiative which should become a permanent flow strategy," says Smith.

## Timely and Available Service

# Preparing for Code Green - What You Need To Know

On October 15, York Central Hospital will experience a “pre-planned mock disaster” in order to test the hospital’s emergency preparedness.

According to Jackie Samimi, Patient Relations/Project Coordinator, selected inpatient areas will be participating in the exercise with 50 volunteer “patients” while others will take part in table top scenario discussions.

“On that day, there will be an announcement and all staff should take a few minutes to go through the process of what they would be requested to do if they were involved in the emergency,” says Samimi.

The exact scenario the units will be facing is being



**Staff at a hospital participate in a mock disaster.**

kept under wraps but it could be anything from an explosion to a hazardous waste spill.

### Start Now to Prepare

All unit and department managers are encouraged to prepare staff for the exercise well in advance by discussing what tasks need to be completed depending on the type of disaster. As staff, if you are unsure what to do, make sure you consult

your manager now to be well prepared for October 15.

### Emergency Response Partners

Samimi says police, fire and ambulance services in the area have indicated they will participate in the exercise. They will be observing but they will also be testing their own emergency response skills.

The police will be directing traffic while the EMS staff will be handling triage and transferring “mock” patients. The fire department will be busy dealing with the disaster.

### What Staff Should Know

Staff should know the emergency codes and what they mean. They should also know the emergency

escape routes and where they are expected to meet once they exit the building. Staff should also be familiar with the staff emergency fan out list which contains emergency contact information for department staff.

“Each department has an Emergency Procedures binder and staff should take a minutes to review the information,” Samimi says.

In order to minimize any disruption to patients, all activity associated with the disaster exercise will be concentrated in the rear of the hospital.

“We’re probably not going to get everything right but that’s ok,” says Samimi. “We’re going to have a debriefing right afterwards so we can determine what worked and what didn’t.”

## Redevelopment Update...Ch-Ch-Ch-Changes at YCH

There are a number of changes taking place in the north wing of YCH over the next few months and staff are starting to get excited.

In November, there are five different departments which will be either moving into new space or undergoing renovations.

All of the details regarding the moves will be promoted well in advance to ensure everyone is aware of the changes.

Below is a simplified chart to help staff keep track of all the redevelopment activities.

Department	Go Live Week	New Location
Medical Imaging	October 20	Level 2 - Southwest
Chronic Kidney Disease	November 20	Level 1 - Northwest
Materials Management	November 24	Level 1 - North Wing, West
Mental Health Program	November 10	Level 3 - Langstaff Wing
Medical Staff Facilities	November 17	Level 1 - North Wing, West

## YCH Staff, Physicians, and Volunteers in the Spotlight

### Six Community Leaders Appointed to Serve on YCH Board

YCH was fortunate to be able to add six community leaders to its Board of Trustees.

Tony Genco, Woodbridge, was appointed to the Board of Trustees in June. Tony is the President & CEO of Downsview Park Inc. and has been involved in a variety of community activities and endeavours. He is currently a member of the Governance Committee and the Nominating Committee of the Board.



Tony Genco

Appointed to the Board in June, Richmond Hill's Marc McAree is an Environmental Law

Specialist, certified by the Law Society of Upper Canada and heads up the environmental litigation group at Willms & Shier Environmental Lawyers LLP in Toronto. He is currently a member of the Governance Committee and Redevelopment Committee of the Board.



Marc McAree

As a Regional and Local Councillor, Vito Spatafora was appointed to the Board in December 2007.



Vito Spatafora

Vito was first elected as a Councillor

for the Town of Richmond Hill in 1994.

Since that time, he has worked to ensure environmentally sensitive areas in the municipality are protected.

As Vice-President of the Medical Staff Association, Dr. David Weizman was appointed to the Board in June.



Dr. David Weizman

Dr. Weizman became a General Surgeon at York Central Hospital in July 2006. He currently serves as a member of the Board's Quality & Performance Management Committee.

Richmond Hill's Daisy Wai was recently appointed to the Board. She brings with her more than 36 years in the public relations and publishing field. She currently a member of the Quality & Performance Management Committee of the Board.

Woodbridge's Mark Liddy was appointed to the Board in June 2008, although he has served on board committees since 2005. He is an engineer with a long history of community involvement and he is currently the Chair of the Redevelopment Committee and a member of the Strategic Directions Committee.

Photos of Liddy and Wai were unavailable at press time.

### Timely and Available Service

### YCH Making Changes to Medical Administration Record

York Central Hospital is making some changes to the Medical Administration Record (MAR) format in an effort to reduce the number of medication incidents.

Following a review of medication incident reports, the hospital's educators realized the design of the MAR being used was contributing to the volume of medical incidents.

A MAR task force recently developed and approved for use three new MAR

routines. A number of inservices were held across the hospital to help educate staff on the new routines. Unit champions were chosen to educate staff who were unable to attend the education sessions.

To date, more than 70 per cent of the hospital's clinical staff have been educated on the new routines.

The routines will be implemented over the next six months and staff are encouraged to provide

their feedback to managers, educators or pharmacists.

All suggestions are being gathered and changes are being made to the routines as they are being implemented.

According to Jo-anne Marr, Vice President, Programs, the new routines are a significant change for staff, however, they are based on best practice and they will help prepare YCH for the move to an email-based MAR

system which will be in place next year.

"This transition was well-planned," says Marr. "We worked on it for almost a year."

Marr says the routines are a change in the process and involves doing things differently. She admits there will be some challenges along the way but she's hopeful the changes to the routines will be in place by the end of September.

## Timely and Available Service

### York Central Hospital Receives Record Foundation Grant

The York Central Hospital Foundation recently announced it has donated more than \$7.3 million to York Central Hospital over the past year.

“The donors’ gifts were used to enhance facilities and purchase state-of-the-art equipment and technology that assist hospital physicians and staff when

delivering patient care,” said Nancy Coxford, Chair, York Central Hospital Foundation.

The funds, which were received over the past year, consisted of a \$5 million grant from the Share the Spirit of Care Campaign, in support of the hospital’s expansion and renovation project;

\$658,000 for the Regional Chronic Kidney Disease Program; and more than \$1.5 million to purchase new equipment and fund staff development.

“We enjoyed being on hand to celebrate the grand opening of The Nick & Rosanne Cortellucci Family Emergency Department,” said Coxford.

Once its completed in 2009, York Central Hospital’s Emergency and Medical Imaging Departments will be triple in size and the Critical Care and Mental Health Departments will be double in size.

#### Community Donations At Work -York Central Hospital Grant Highlights in 2007/08

Construction & Expansion	\$5,000,000	Drug Dispensing Units	\$159,481
Satellite Dialysis	\$67,000	Tracking Board	\$391,817
Staff Education	\$658,000	Adult Mechanical Ventilator	\$128,431
Navigator System for Surgery	\$220,440	Blood Transfusion Machine	\$138,669
Digital Mobile C-Arm	\$152,268	Dyna Vision 2000 – CCC	\$10,177
Digital Mammography Suite	\$454,590	Site Rite 5 System	\$24,750

### YCH Forms Cost-sharing Alliance with Area Hospitals

Earlier this summer, York Central Hospital, one of the six founding member hospitals of the Central Ontario Health Care Procurement Alliance (COHPA) and the provincial Ministry of Finance signed an innovative agreement to create a partnership that will leverage purchasing power.

COHPA is a not-for-profit, non-share capital corporation formed voluntarily by Markham Stouffville Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital (Lindsay), Royal Victoria

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

The objective of the alliance is to form a purchasing coalition that will save each member hospital not only money, but warehousing space as well as streamline purchasing policies and procedures.

“The concept of COHPA is really a very simple one,” says Bill Whittaker, chair of COHPA’s Board of Directors and Vice President, Human Resources and Support

Services at YCH. “Each hospital can realize significant savings if we purchase in bulk and streamline our processes. This ultimately frees up resources to invest in other areas of patient care.”

The startup capital for the project is financed 75 per cent by OntarioBuys, a program of the Ministry of Finance and 25 per cent by the hospital members.

Although six hospitals formed the alliance, the organization is capable of

supporting additional hospitals.

For the short-term, the COHPA offices and staff will be located at Southlake Regional Health Centre.

With the recent funding and announcement, COHPA will now begin the implementation of the shared services organization.

COHPA was incorporated in the fall of 2007.



## Orientation - Introducing the Class of August 2008



Please welcome some of our newest YCH staff members. Back row, right to left are: Christina Emblin, RN; Filessa Kingston, RPN; Chandra Veluppillai, PCA; Rachel Karem-Zadeh, Patient Access Rep; Peggy Pleasance, RN; Selena Saddler, Unit Secretary; Inna Bergelson, Data Quality Analyst; Shadi Moravej, RN; Kiritharan Nadarajah, Food Services Attendant. Front row: Ryan Bahadoor, Pharmacy Student; Nicholas Fang, Pharmacy Student; Mehri Falsafi, ECG Technician; Farideh Parvinjah, RPN; Anuja Goyal, Pharmacy Student.



New YCH staff members. Back row, left to right: Jenna Montgomery, Adult Day Program; Patty Barnes, Associate, Autism Program; Susan Bowes, Recreationist; Monica Leung, Respiratory Services; Zahra Hosseini, RN. Front row: Nima Abdirizak, RN; Jordan Smit, Pharmacy Student; Cheryl Isadas, RPN; Annie Wang, Pharmacy Student; Margot Rosaldo, RN.

### Upcoming Events and Activities

#### Sunday, October 5

Tastes of the Hill, Richmond Hill Sports Centre, 1 p.m. - 3:30 p.m. Proceeds to the YCH Hospital Foundation.

#### Wednesday, October 15

Code Green Live Test  
More details to follow

#### Monday, October 20

Staff Summit, with members of the Leadership Team.  
10 a.m., Room 2LM, CCCR.

#### November 7

YCH Foundation's Stardust Ball. 6 p.m. at LeParc Banquet Hall, Markham.

#### November 20-23

CME in the Sun - Advances in Primary Care, Miami, Florida.

### Mark Your Calendar

#### November 21

Holiday Dinner Dance, Le Parc Banquet Hall, Markham. More details to come.