



Catholic Health Care in Ontario

The Quarterly

We care for you ~ body, mind and spirit



A quarterly newsletter of the Catholic Health Association of Ontario

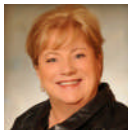
April 2010.

Quality in Health Care and Reaching Out to Others.

The word quality in the phrase quality health care, connotes the highest or finest standard. Most health care organizations, somewhere in their descriptive, will include a phrase that suggests (high) quality health care is a mainstay offered at their facility. What does that mean? How can the attainment of such an organization-wide pursuit be measured? What role does the Board of the facility have in such a quality mandate? How does fidelity to mission contribute to this quest for quality? These and other important questions will be explored with the help of Dr. Michael Leonard of Pascal Metrics, at the **2010 CHAO Annual Conference, September 29th to October 1st** at the Marriott Courtyard Downtown. A preliminary program will be sent to you soon so you can make early plans to attend this timely session.

We were all heart broken to see videos, photos and stories of the devastation wrought by the earth quake that struck the impoverished nation of Haiti. One CHAO member, St. Joseph's Health System, with a long history of aid to that Caribbean nation, leapt into action in bringing much needed immediate and longer term help to the people of Haiti. We salute the SJHS leaders and their staffs, physicians and volunteers who gave selflessly to help the people of Haiti recover and rebound from their tragic losses and who exemplify the mantra of caring for the poor and marginalized. This issue of the CHAO Newsletter contains a story of the St. Joseph's Health System efforts.

Regards,



Dianne Moser
Chair



Ron Marr
President

In this Issue

Page 1: Comment from Dianne and Ron.

Page 2 : Report from the March CHAO Board meeting.

Page 2: Board Bio, Pierre Noel.

Pages 3+4 SJHS in Haiti

Pages 4+5: Around the Province.

Page 6+7: People in the News.

Page 7: Editor's note

Catholic Health Care in Ontario

We care for you — body, mind and spirit.

CHAO Board News

CHAO Plans for the Future

In May 2006, after extensive member consultations, a Special Members meeting of CHAO approved the revitalization of the Association. Based on this Revitalization Plan the Annual Meeting approved new By-Laws and organizational structure. Over the course of the past three years the board of CHAO worked diligently to achieve the goals of the revitalization and to make the CHAO a vibrant and member engaged organization.

At its March meeting the Board of CHAO approved terms of reference for the conduct of an Organization Assessment process for the Association. The goal of this process is to reflect upon the successes of the revitalization of the Association, the evolving changes taking place in the Catholic health ministry and health system in Ontario, changes at the national level and the impact of the current economy. All of this is to ensure that CHAO continues to serve the needs of its members and the Catholic health ministry in the most effective and efficient way possible.

Members of the Board Steering Committee are: Dianne Moser (Chair), Pierre Noel (CEO Pembroke Regional Hospital), Carolyn Baker (CEO St. Joseph's Health Centre Toronto) and Sister Bonnie MacLellan (one of 3 sponsor elected representatives on CHAO Board).

The process will consist of consultations with the CHAO's Alliance of Catholic Health Sponsors and the rest of the membership with a final report to the September 29, 2010 Annual General Meeting.

Board Bio: Pierre Noel

Pierre Noel assumed the position of President and CEO of the Pembroke Regional Hospital in the fall of 2006. Born and raised in Pembroke, he was happy to return to his home town with his spouse, Penny, also from the area, and their two sons. Before assuming this role, Pierre was the CEO of the Wellington Health Care Alliance, a tri-hospital alliance between Groves Memorial Community Hospital in Fergus, Ontario, and the North Wellington Health Care Corporation, which operates hospitals in Mount Forest and in Palmerston, Ontario. Prior to this, Pierre held a number of senior positions in both the public and private health care sectors including a role as special consultant to the Ontario Ministry of Health and Long-Term Care as part of its Health Reform Implementation Team, Vice-President of Corporate Development at Aetna Health Management, Vice-President of Business Development at Columbia Health Care, Director of the Children's Program at Laurentian Hospital in Sudbury, and Director of Administrative Services at the Royal Ottawa Health Care Group.

Pierre holds a Bachelor of Commerce from Carleton University and a Master's in Health Administration from the University of Ottawa.



Catholic Health Care in Ontario

We care for you — body, mind and spirit.

St. Joseph's Health System Brings Hope and Caring to Haiti.

“Haiti gets in your blood”, says Brian Guest, of St. Joseph's Health System and the architect of the System's international outreach program. For approximately 20 years, Brian and his colleagues throughout the St. Joe's System have been involved in developing sustainable aid programs in Haiti, including partnering with two Port-au-Prince hospitals; in concert with McMaster University, developing a physician-in-training educational exchange; building of a medical oxygen generation plant, and; regularly providing shipping containers of medical supplies and equipment that “have to be good enough that we would use the here in Canada”. So, it was especially heart breaking for Brian to see the devastation wrought by the Haitian earthquake.

True to character, Brian and his SJHS colleagues sprang into action. As soon as it was feasible, he and a small team including expat Haitian physician, Alex Dauphin, and St Joseph's Healthcare Hamilton biomedical engineer Chris Chovez, left on a fact finding mission to determine what help the SJHS could provide. Brian quickly surmised that there would be a care vacuum created, 2 or 3 weeks after the quake when the disaster relief agencies would wind up their rescue work, leaving the Haitians more or less on their own to cope in the medium and long term. To make matters worse, since only 30% of those Haitians providing health care before the quake returned too work after the disaster, this resource vacuum was magnified many times over. Brian's suggestion



was to provide staffing support when initial trauma teams start to leave, to help with supply chain management to ensure the orderly distribution of goods and the provision of a new "drug/O2" fund which is used to support the poor, a fund work well at the University hospital over the last several years.

Meanwhile under the leadership of Dr. Kevin Smith, President and CEO of the St. Joseph's Health System, an all out effort was initiated to raise money and gifts in kind for Haitian relief; a 24 hour telethon raised over \$500,000 including the donation of a new \$200,000+ generator and were part of \$1.2 M raised to date. This was important facet of the St. Joseph's effort since the gifts of time and products have always been provided by the generosity of the Sisters of St. Joseph and other donors and not from public sources. Helping Haiti will follow this same formula.

To date teams of ER Specialists, Orthopedic Surgeons, Anesthetists, Psychiatrists, Nurses, Technologists, Plant Engineers, Mechanics, Logistics Specialists physiotherapist and other health professionals from St. Mary's General Hospital in Kitchener and St. Joseph's Health Care Hamilton have established emergency care clinics in Haiti; a 500 kilowatt emergency power generator is in the process of being purchased and delivered/installed to the Delmas hospital in Haiti; SJHS has been working with the vendor community such as Getinge, Siemens, Philips, Stryker and are ready to ship equipment requested by the Haitian Ministry of

Continued on page 4

Catholic Health Care in Ontario

We care for you — body, mind and spirit.

Health, including a full size sterilizer, 2 ultrasounds with 5 probes, a portable C-arm for orthopedic surgery, portable X-ray machine to compliment the C-arm plus do general radiography, 2- anesthetic gas machines, 3- operating room tables, shelving to create a fully organized warehouse and future inventory control system, along with all the required electrical cabling and parts for immediate installation of the sterilizer.

We salute the efforts of our colleagues in the St. Joseph's Health System and, as Haiti ceases to be front page news, we encourage you to visit the St. Joseph's Health System website , www.sjhs.com, to keep up on the great things the S is doing in Haiti and help, with a donation.

Around the Province

Sponsors Memory Awareness Day

Due to an overwhelming demand, the Chatham-Kent Health Alliance Mental Health and Addictions Program along with the Chatham-Kent Dementia Network offered their Fifth Annual Memory Screening Day with free memory assessments for Chatham-Kent seniors, ages 60 and over.

Experts from the CKHA Mental Health and Addictions Program and the Alzheimer Society offered memory screenings to promote early detection and treatment of Alzheimer's disease and related disorders. Each appointment took approximately fifteen minutes and the results will be kept confidential and sent directly back to participant's family physician. This type of screening is important for family physicians as it allows them to establish a baseline for future follow-up.

According to Dr. Ranjith Chandrasena, Chief of Psychiatry at CKHA, "one in three people will develop Dementia as they grow older". Dr. Chandrasena states, "The average time between the onset of disease and patient seeing a specialist is about 4 years". He indicates that there are many effective treatments to slow down the process of deterioration and early intervention is important.

The screening day is an opportunity for the public to participate in a screening test involving memory and cognition testing that can identify those at risk for Dementia.

Helps Kids Entering Hospital

Children who are anxious about a hospital visit or overnight stay are now just a click away from knowing what to expect when they step inside Hotel Dieu Hospital and Kingston General Hospital. Thanks to a new paediatric virtual tour, launched today on the websites of both hospitals, kids and families can now explore more than a dozen paediatric patient care areas from the comfort of home, getting a fix on everything from who treats them to where clinics and operating rooms are located to what kind of medical equipment they contain.

"Taking this tour is like taking a practice run at going to the hospital," says Dr. Richard van Wylick, acting medical director of the joint paediatric program at KGH and Hotel Dieu. "That's important because when kids feel comfortable coming to our hospitals, they'll likely have a better patient experience."

Catholic Health Care in Ontario

We care for you — body, mind and spirit.

Around the Province (continued)

Long-Term Care Facility Redevelopment

St. Joseph's Care Group in Thunder Bay has received formal approval from the Ministry of Health and Long-Term Care to redevelop Bethammi Nursing Home as part of the Centre of Excellence for Integrated Seniors' Services (CEISS) project. This will allow two additional floors to be constructed as part of the CEISS building, and will ensure the most modern environment for all St. Joseph's Care Group long-term care residents. To learn more about the CEISS project visit www.ceisstbay.ca.



ST. JOSEPH'S CARE GROUP

St. Joseph's Health Care London Helps Grounded Pilot Regain his Independence

Mark Ideson remembers taking the helicopter he piloted for Toronto radio station traffic reports for a maintenance flight just outside of Kitchener/Waterloo on February 2, 2007. But he doesn't remember it crashing into a farmer's field. He awoke from an induced coma 10 days later with 29 broken bones—including his legs, pelvis and neck—and the news he had quadriplegia.

Mark spent six weeks in acute care, and four months in the spinal cord rehabilitation program at Parkwood Hospital, a division of St. Joseph's Health Care. For a man used to navigating the skies, being grounded in a wheelchair wasn't enough. "I wanted to drive again. I missed the ability to get up and go, and felt guilty relying on my wife to drive me everywhere," he says.



Therapist Monique MacDonald and patient Mark Ideson

A year after the accident Mark was assessed at the driver assessment rehabilitation program (DARP) at Parkwood to see if he was physically and cognitively able to drive. "At DARP we serve people for whom changes in their health - whether from trauma, illness or natural aging - may impact their ability to drive safely," says occupational therapist Monique MacDonald.

DARP clients also include those with physical disabilities who require equipment to enable safe and accessible driving and those who need special instruction or vehicle adaptations to learn to drive. As well, Parkwood is one of only six centres authorized to conduct driving assessments for people who do not meet the peripheral vision requirements to drive in Ontario.

"It's such a wonderful feeling to get back behind the wheel again and regain that feeling of independence," Mark says. Today Mark proudly chauffeurs his wife and children where they need to go. His truck is outfitted with an hydraulic arm that swings his wheelchair out and drops it by the side of the truck, and a driver's seat that turns at a 90 degree angle and lowers to the level of the wheelchair.

"Parkwood's rehab and DARP changed my life. It gave me back my independence," says Mark.

Catholic Health Care in Ontario

We care for you — body, mind and spirit.

People in the News

6

Hugh Graham

The entire health care community was saddened to learn of the sudden death February 10, 2010 of **Hugh Graham**, CEO of Hotel Dieu Kingston for 24 years prior to his retirement in November 2008. Hugh brought particular strength to nourishing the culture of Hotel Dieu Hospital, empowering staff to live the mission of the Sisters each day by responding to patients' needs with care, concern and innovation. He was also known for his sense of humour, his bright mind and his generosity.



"We have lost a dear friend. His absence leaves a hole in our hearts," says Board Chair Sherri McCullough.

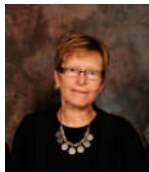
Dr. Mark Crowther St. Joseph's Healthcare Hamilton Wins Prestigious Award.

In recognition of his excellence in the healthcare field, **Dr. Mark Crowther**, Chief of Laboratory Medicine at St. Joseph's Healthcare Hamilton and Hamilton Health Sciences, has been awarded the prestigious 2009 Council Award of The College of Physicians and Surgeons of Ontario. The Council Award is presented at each annual Council meeting to honour outstanding physicians in Ontario who have demonstrated excellence in their field and come closest to meeting the society's vision of an "ideal physician."



Sandi Cox :Chief of Patient Care and Chief Nursing Executive, Hotel Dieu.

Sandi Cox assumed her role as Chief of Patient Care and Chief Nursing Executive at Hotel Dieu Hospital, Kingston in March, bringing 30 years of nursing experience to her new position. Sandi' career includes practice as a psychiatric nurse, clinical trials coordinator and research assistant and, most recently, Chief Nurse Executive and Senior Director, Rehabilitation and Complex Continuing Care, Bloorview Children's Centre.



Moira Taylor to Retire

Moira Taylor, President of St. Mary's General Hospital has announced her plan to resign and retire from the hospital in August 2010. Moira joined St. Mary's in January 1986, after completing a residency at the hospital the summer prior, in association with the completion of her Masters in Business Administration from McMaster University. In 1989, shortly after working as Director of Patient Information, she became a Vice President, responsible for paramedical and diagnostic services. In her role as Vice President, she assumed a multitude of diverse responsibilities, including the leadership of the hospital's major redevelopment project. In May 2005, she was selected to be the President of the hospital.



Catholic Health Care in Ontario

We care for you — body, mind and spirit.

6

People in the News (cont'd)



What does Sidney Crosby have to do with CHAO? Nothing, actually, but he made us all so happy with that overtime gold medal game goal we just had to put his joy-filled face in here somewhere! **OH CANADA!**

Editor's note: Thank you for reading the CHAO Quarterly Newsletter. If you have comments, suggestions, news items and/or items of interest to submit, please send them to me directly or through your communications coordinator.

Next edition, July/August 2010. Submission deadline, June 25, 2010.

Bruce Antonello
bma10@rogers.com

Catholic Health Care in Ontario

We care for you — body, mind and spirit.