Humber River cited for five leading practices by Accreditation Canada. Read more on Page 3

Humber River gets a new MRI

Ground breaking only months away!

See what this means for our patients. Page 4.

What’s Inside...

HRRH: Committed to Safety
Find out what innovative tool our JOHSC inspectors are using to improve safety at Humber River. Page 4

Bears for the Kids
Our friends at the Toronto Community News dropped in for a Beary Merry Christmas. Read more on Page 5.

Crafting for a Cure
Our Finch site Paediatrics Department has two new flat-screen TVs courtesy of Crafting for a Cure. See more on Page 5.

HRRH Holiday Highlights
See photos from the HRRH Festive Teas, as well as some charitable donations made to our hospital and great work done by our volunteers. Page 6
Redevelopment News

Infrastructure work preparing for the big day now underway!

The start of construction for our new home this fall is only months away!! And with the arrival of the new year, the major work needed to prepare the site for ground breaking has really ramped up. The single largest contract covering that work - the Phase 2 roads and infrastructure package - was awarded to ConDrain in late December, and ConDrain began to mobilize their equipment and workforce starting on January 4th.

They are currently ordering materials and delivering trailers and machinery to the site. It is anticipated that they will start work towards the second half of January, beginning at the south west corner of the campus (this work will be visible from Highway 401).

The ConDrain contract covers road realignment and associated construction (curbs, sidewalks) around and through what we call Block 2 - our portion of the MTO Downsview property. It also covers the water and sewer connections to our site, including the installation of a 15 foot diameter drainage pipe under Wilson Avenue.

Their first work will be installing the storm water management pond headwall and associated piping. This will also include the building of a temporary storm water pond adjacent to the highway. They will continue working their way back up through the site to complete the rest of the piping, roads and curbs.

On January 13th ConDrain’s demolition contractor started removing an old underground storage tank from Block 2 (Block 2 is where our new building will sit). Soil remediation and backfill on Block 2 is expected to be completed by the end of January.

While ConDrain does their work on site, Toronto Hydro and the telecommunication companies are mobilizing to begin rerouting and upgrading the hydro and cabling lines that will be needed to supply our new hospital. This includes work on the hydro system all the way back to the Downsview substation.

And in February the demolition of Building E is scheduled to start. A busy season ahead - lots of work all building towards ground breaking.

In the meantime, we are working with all of our partners to test and refine the various proposals being presented by each of the three consortia. We’ve held fifteen separate meetings so far, each of them consuming a number of hours and involving great detail and comprehensive discussion. We’ll continue that work into the spring, looking for the best possible design choices when the RFP responses are submitted on June 1st.

As always, check www.hrrh.on.ca/redevelopment for all the latest information.

Our New Home

Soon our vision will become reality as we design and build Ontario’s first digital hospital. It will be the most environmentally-friendly building of its size in Canada and will be equipped with the latest technology possible. Stay tuned for regular updates on our redevelopment here in Humber Monthly and on our website.

Remember: for the latest news, highlights, facts and stories about the redevelopment project, read Barb’s Blog at:

www.hrrh.on.ca/newmodel/barbblog.asp

As always if you want to get in touch, call or write to: redevelopment@hrrh.on.ca (416) 249-8111 ext. 2755
Way to go Humber River! Accreditation Canada (AC) has made it official: Humber River Regional Hospital was cited for five leading practices in our December survey.

A leading practice is recognized by AC for its innovation and creativity. Accreditation Canada shares information on leading practices nationally for other organizations to adopt and use as improvement tools.

Here is some more information on each of our leading practices.

1 – Fall Prevention Program

Humber River’s Falls Prevention Program was created and implemented after a recommendation from Accreditation Canada (formerly CCHSA) during our 2007 Accreditation process. Rolled out to select departments in September 2008, it has since been introduced in nearly every area in our hospital.

Our Falls Prevention Program stood out to the surveyors for a number of reasons such as:
• Identifying patients at risk for a fall as soon as a patient enters the Emergency Department
• Standardized communication tools such as Falls Risk posters, red dot stickers and Falling Man labels for patient charts, are utilized throughout the organization
• All new staff members are informed of the program during their orientation process

The program has already shown significant results. For instance, our number of inpatient falls per 1000 inpatient days has fallen from 4.54 through 2007-2009 to 3.81 in 2009/2010.

2 – Emergency Department/Medical Imaging Discrepancy Results Reporting Process – Integrated Primordial Application

Humber River’s Primordial Emergency Department/Medical Imaging Discrepancy Results Reporting Application is a plug-in for our Picture Archiving and Communication System (PACS) that was launched in 2008. The application allows Emergency Department physicians and radiologists to quickly document and compare preliminary findings or discrepancy results while looking at clinical images such as X-rays or CT scans.

Essentially it allows medical staff to receive important patient care test results quickly, which can be essential when medical staff make decisions on how to best provide care.

Since this application was implemented there has been a reduction in the percentage of discrepancy reports for Emergency general radiography and CT head exams.

3 – Steamplicity/Restaurant Style Menu System

Our Steamplicity program, which provides fresher and healthier food, was recognized for not only its nutritional benefits, but also its environmentally-friendly components.

The restaurant style menu allows patients to choose from up to 17 cold and hot entrées for lunch and dinner. Because the food is cooked in three minutes using a pressure cooking system, the meals are prepared just before going to the patient. This method of cooking also allows food to retain more nutrients as it’s not sitting in a warming tray or under heat lamps.

The health benefits also extend to the Earth. A full environmental study was done on the program and found significant savings were realized in gas, utilities and water usage. In fact, our carbon footprint was reduced by over 50 per cent per patient per day. Food waste going to compost was also reduced by 40 tonnes per year.

4 – Bariatric Program Referral and Intake Process

Our Bariatric Program’s excellent reputation continues to grow with Accreditation Canada recognizing it as a leading practice. Started in 2007, the program works to ensure that Bariatric patients are well-informed and prepared before undergoing bariatric surgery.

5 – Corporate Patient Safety Database

Our Corporate Patient Safety Database, started in 2005, provides an on-going record of external warnings, alerts and recalls received by various departments. This database is a reliable way to ensure that our patients receive the safest care possible while staying with Humber River.
Workplace Safety Inspection Innovations

In January, Humber River Regional Hospital’s joint Occupational Health and Safety Committee (JOHSC) inspectors started utilizing new interactive software and wireless touch-screen tablet devices to complete Workplace Safety Inspections. This innovative approach to Workplace Safety Inspections is another step toward Humber River’s evolution as Ontario’s first digital hospital.

The new Workplace Inspection Tool software was developed by Humber’s Occupational Health and Safety (OHS) and Information Services (IS) Departments.

Some of the benefits of the tool are:
• Increased compliance with the Occupational Health and Safety Act inspection regulations
• Decreased administration timelines for inspectors
• Eases the transfer of information from inspector to area manager
• The creation of a usable database, including the ability to review past hazards and the ability to track hazards and controls

Thank you to our JOHSC, OHS and IS Departments for their work on this important and valuable tool.

A New MRI for HRRH

Using technology to enable better care

Friday, January 21st marked an important milestone for Humber River Regional Hospital, with the provincial government announcing that our hospital will be getting a new MRI machine, to be located at the Church site.

This is great news for our patients and our hospital. The new MRI will be a significant enhancement to our Diagnostic Imaging Department, one that will provide over 3,000 additional MRI scans for patients.

It will improve access to care and significantly reduce wait times for diagnostic imaging services, allowing us to deliver results faster and in turn allowing for quicker diagnosis and treatment of patients at our Church Street site.

“I’m determined to increase access to MRIs in York South-Weston. That’s why I’m glad we’re able to fund a second MRI at Humber River Regional Hospital. I know how important this is to the community.”

- Deb Matthews, Minister of Health and Long-Term Care

“This funding allows us to provide timelier, more efficient care for patients at our Church Street site. The new MRI and expanded service provides better care for our community today, and complements our technology plans for our new hospital.”

- Rueben Devlin, President & CEO, Humber River Regional Hospital

“Thanks to this new MRI machine, thousands of patients will now have more access to this much needed diagnostic service closer to home. For so many, a new MRI will not only mean less waiting but also getting the right treatment started sooner.”

- Laura Albanese, M.P.P York South-Weston

TIP OF THE MONTH

Make sure you’re up to date on your mandatory vaccines and tests. Being up to date doesn’t just increase your safety, but is also mandated by law under the Public Hospitals Act. Contact Occupational Health and Safety at 4596 (Church) or 3870 (Finch/Keele) if you’re unsure about your status for either vaccines or tests. Visit Humber for more information regarding Occupational Health and Safety.

From 1 - Pamela Wing, President & CEO, HRRH Foundation; Rueben Devlin, President & CEO, HRRH; Laura Albanese, M.P.P York South-Weston; Monte Kwinter, M.P.P York Centre.

From 1 - Dr Russel Blumer, HRRH Chief of Medical Imaging; Laura Albanese, M.P.P York South-Weston; Monte Kwinter, M.P.P York Centre.
Bears for the kids

On Monday, December 20, volunteers from Toronto Community News (TCN) helped to brighten the holidays for some of our younger patients by delivering stuffed bears as part of the TCN’s annual Beary Merry Christmas event.

The young patients in our Paediatric and Emergency Departments who spent time in our hospital during the holidays all received a teddy bear. The TCN representatives also helped to brighten the holidays for some of our nurses by bringing gifts of chocolate.

Thank you to our friends at Toronto Community News for helping to bring a smile to the faces of our younger patients here at Humber River, and also our hard-working nursing staff.

Crafting for a Cure

Our Finch Paediatrics Department’s holiday stockings were stuffed with two new flat-screen televisions courtesy of our friends at Crafting for a Cure.

Crafting for a Cure, a non-profit registered charity, has been a major sponsor of Humber River’s Child Life Program for just over a year now, and it’s been a great partnership.

On December 20, 2010, Pamela Bielak, Crafting for a Cure President, visited the Finch Paediatrics Department and offered a crafting workshop for the young patients. Bielak helped the young caregivers to create some cute holiday ornaments.

Thank you to Pamela and Crafting for a Cure for your generous and on-going support of our Child Life Program.

Foundation Update

Shoppers Drug Mart - Tree of Life

Shoppers Drug Mart’s annual Tree of Life Campaign raised an amazing $14,358 for Humber River’s Women’s and Children’s Health Program. Eleven local Shoppers locations contributed to Humber River in this year’s campaign.

Special recognition goes to all of the Shoppers associates who participated in the program and chose Humber as his or her charity of choice. They include: Jay Khetia, Kevin Phang, Art Mandel, Giuseppe Pileggi, Sohail Aslam, Stan Dinoff, Alexandra Karmines, Nelson Leung, and Jasinderjit Dhalwall.

A huge thank you goes to everyone in the community who contributed to this year’s campaign and to Jay Khetia, who is instrumental in organizing this initiative for the Foundation every year.

Grazie Amici di Padre Pio

In December, Steve Di Biasio and Mike Glazza of the Amici di Padre Pio Association dropped off an $8,000 cheque, which will go towards Humber River’s Urology Department. The money was raised through the Association’s annual Amici di Padre Pio luncheon that was held on November 7.

“The loyal support we receive from Amici di Padre Pio is a great example of the strong roots Humber has in the community;” notes Pamela Wing, President and CEO, HRRH Foundation. “We are very fortunate to have these supporters on board, especially as we move ahead with the new hospital. Our sincere thanks to the organizing committee and all who attended — your support makes our work possible, especially as we move forward with our fundraising campaign.”

Thank you to the Amici di Padre Pio Association for its continued support of our hospital.
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Hello Claudette:

My name is , and my 10 year old daughter, , broke her arm at school last Friday. She had an appointment with the fracture clinic at Humber River Hospital yesterday to have her arm properly cast. As the Emergency Department had put it into a temporary splint on the way, I wanted to share my experience with you and to recognize the wonderful staff at the fracture clinic.

Adèle greeted us first at check in. She was efficient in getting us checked in and was also very concerned towards my daughter’s situation. Her friendliness and smiling face made our first interaction with the clinic positive. She also gave us the run down on what to expect in the clinic.

Once we arrived in the clinic, it was easy to sense the ‘family’ atmosphere and relationship among Joanie, Desmon, and Val.

Val was the first to approach us. He came and sat with us and asked my daughter about what had happened to her. He then made small conversation with us and was very cheerful and friendly. While we were waiting to see Dr. Cayne, it was easily evident that Joanie held everything together in the clinic. She was also very cheerful and very warm.

We were then called in to the examining area where we waited to see Dr. Cayne. While we were waiting, Desmon came to talk to us. This was our first interaction with Desmon and I could tell immediately that he was just as great as the rest of the team. He asked my daughter several questions and explained a lot to me regarding her fracture. He easily communicated with my daughter and made her feel at ease and not so scared about the situation.

Dr. Cayne then came in to assess the situation and gave some instructions to Desmon. We were then off to the casting room to get a new cast. During the whole procedure of getting the cast on, Desmon was FAANTASTIC. He thoroughly explained the procedure as well as what needed to be done over the next few days and weeks. He made some jokes with us and we shared some laughter.

On the way out, Adèle was helpful in getting us set up for home care and gave me a text to make sure she got the off with some stickers!

On behalf of our family, thanks very much to the wonderful team at the Humber River Fracture Clinic!

Sincerely,

My dad was recently admitted to your hospital emergency and then to the nephrology department ( ). He is a stable patient at Sunnybrook and often visits Erin because of his complicated conditions.

I stayed with him in the ER for several hours waiting to be treated. I had a chance to observe the staff and the work they do. I was very impressed with one particular nurse, Beverley Jenkins. As I mentioned, I have a lot of experience with ER’s when taking my dad in for his emergencies. I’ve never seen a more dedicated and kind nurse at Beverley. She was extremely busy but always made time for questions or concerns we had. When she arrived, she introduced herself and provided step by step information on what was being done. I have never experienced this before in any hospital.

Working in health care myself, I understood the challenges of busy clinical settings while still providing client-centred care. Beverley is a star nurse and a role model. Please relay this message to her and to her supervisors.

Thank you
Welcome Aboard!

Rueben’s Message...

Rueben Devlin, M.D.
President & CEO
Humber River Regional Hospital

Good things come to those who wait. They also come to those who plan, implement and measure progress towards their goals. We’ve used a steady, focused approach to move our organization forward over the years, always looking for ways to better serve our patients and our community. Over that time, we’ve seen many instances where success has come slowly, sometimes more slowly than we’d like, but it has come, sometimes quite remarkably.

Our new hospital project is the most obvious example. More than a decade in the planning, we are on the verge of breaking ground on what will be one of the finest new facilities in the province. It will be a remarkable accomplishment, earned through strong, focused planning and exemplary work by our entire planning team. This fall will see the first shovel in the ground - a signature milestone in the life of Humber River Regional Hospital.

The five leading practices recognized by Accreditation Canada in the report from our survey in December are other good examples of how a focused, steady approach can pay off with impressive results. The five, highlighted elsewhere in this edition of Humber Monthly, are recognized for their innovation and creativity, and will be shared nationally by Accreditation Canada for other organizations to adopt and use as improvement tools in their own organizations. They are the result of solid planning and great work by everyone involved - I congratulate them all for their leadership and for being recognized by Accreditation Canada in this manner.

Our new MRI, just announced recently, has been in the works for some time now. When installed later this year it will help us deliver even better service to those patients requiring this valuable diagnostic tool as part of their care. Acquiring it for our hospital is a significant accomplishment, and happened thanks to a strong team approach across several hospital departments - Diagnostic Imaging, Information Systems, Finance and Planning.

Humber River Regional Hospital will continue to move forward, with a focus on the future needs of our community and a determination to provide our patients with the best possible care every single day. We will plan, implement and measure our progress. We will engage and consult our community. Our vision is to make Humber River your hospital of choice.

Rueben

Editor’s Note

It’s a new year for Humber River and it’s shaping up to be an exciting one. Already in 2011 we’ve had an announcement about getting a new MRI machine and the roads and infrastructure work that must be finished before we break ground on our new hospital this fall started in January. And don’t forget that we ended our 2010 with an incredible showing in our Accreditation survey including being cited for five leading practices. This is all possible because of you, our staff, physicians and volunteers and your tireless work. Keep checking in with Humber Monthly as we continue to highlight your achievements.

Gerard Power

Humber Monthly is dedicated to providing staff, physicians and volunteers with news about Humber River Regional Hospital, its people, services and programs. For more information, visit us online: www.hrrh.on.ca

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We welcome your input. Feel free to get in touch!

 Paramount Conference and Event Venue
222 Rowntree Dairy Road

We’re on top of the world! And can you blame us - the NEW Humber River Regional Hospital is quickly becoming a reality.

Join us for Flights of Fantasy: World Tour 2011 and celebrate our diversity as we take you on a trip around the world all in one night! Plus, learn about the new hospital and our progress to date as we define the future of healthcare.

Thursday, May 12, 2011

www.hrrh-foundation.ca

Rosa Calderon, Amorinio Cusmeda, Jennifer DeQuinital, Amanda Drinkwater, Mitchell Duque-Medeiros, Claudette Gatiss, Elizabeth Hearst, Ayeshia Kariem, Lakshmi Katragadda, Johann Kolste, Giannis Kourounis, Reesa Leslie, Madeline Logan, Trevor MacLean, Iqbal Mawand, Delroy Robinson, Angela Simms, Anita Wazi

Humber River extends warm wishes to our new employees who participated in the December 6th and 7th Orientation Program. We wish you lots of success and happiness in your new careers!

Humber River Regional Hospital
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