

# news **WPSH** CENTRE

weekly newsletter of West Parry Sound Health Centre

October 17 to 23 - 2016

## Everyone can support infection control

### October 17 to 23

The third full week in October is designated as National Infection Control Week (NICW) in Canada, the United States, and around the world.

In Canada, Infection Control Week originated in 1988 to highlight infection control efforts in Canadian hospitals, long-term care facilities, and in the community. It is an opportunity for infection control professionals to educate staff and the community about the importance of infection prevention and to promote the important work that is being done by infection control professionals.

In 1989 the federal government proclaimed Infection Control Week as an annual event.



Association for Professionals in Infection Control and Epidemiology (APIC)

While infection control professionals are working to prevent outbreaks like *C. difficile*, the public has its own role in preventing the spread of infection.

As we head toward flu season, there are several things you can do to protect yourself and others from infection:

- Wash your hands often or use an alcohol-based hand sanitizer. Washing hands kills germs that can be spread easily. Just 20-30 seconds of your time can stop the transmission of germs.
- Contain your cough by covering your mouth with your sleeve, not with your hand.

- If feeling unwell, stay home and rest. You wouldn't want to get your colleagues sick!
- If sick, don't visit a loved one in hospital or long-term care facility. With weakened immune systems, the elderly and those in hospital are more at risk of getting sick.
- Get the flu shot.

The flu shot is available across the province. Ask your doctor or local public health unit for more information about how flu shots can protect you and your loved ones' health.

*Information from [www.publichealthontario.ca](http://www.publichealthontario.ca)*

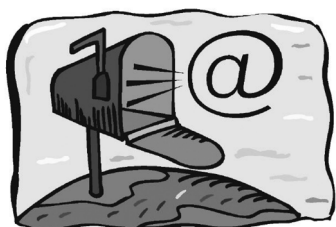
# WPSHC CARES

Compassion • Accountability • Rights & responsibilities • Excellence • Safety



West Parry Sound Health Centre is proud to be Accredited With Exemplary Standing, the highest measurement awarded by Accreditation Canada.

[www.accreditation.ca](http://www.accreditation.ca)



## Please tell us

Send us your compliments, questions, or concerns. Use the 'contact us' button at

[www.wpshec.com](http://www.wpshec.com)



This newsletter and other helpful information can be found on-line at

[www.wpshec.com](http://www.wpshec.com)

Contact News Centre editor Jim Hanna  
[jhanna@wpshec.com](mailto:jhanna@wpshec.com)

705 746-4540 extension 4144



## Upcoming pension plan webcasts

In November, HOOPP will be offering member presentations by webcast. You can register by clicking on the REGISTER link.

### HOOPP Overview Webcast

Thursday 24 November - 9 a.m.

**REGISTER**

### HOOPP Pre-Retirement Webcast

Thursday 24 November 24 - 11 a.m.

**REGISTER**

### HOOPP Overview Webcast (French)

Monday 28 November - 11 a.m.

**REGISTER**

### HOOPP Overview Webcast

Monday 28 November - 6 p.m.

**REGISTER**

## FOR MORE INFORMATION

Contact Josey McCann in Human Resources at extension 2413.

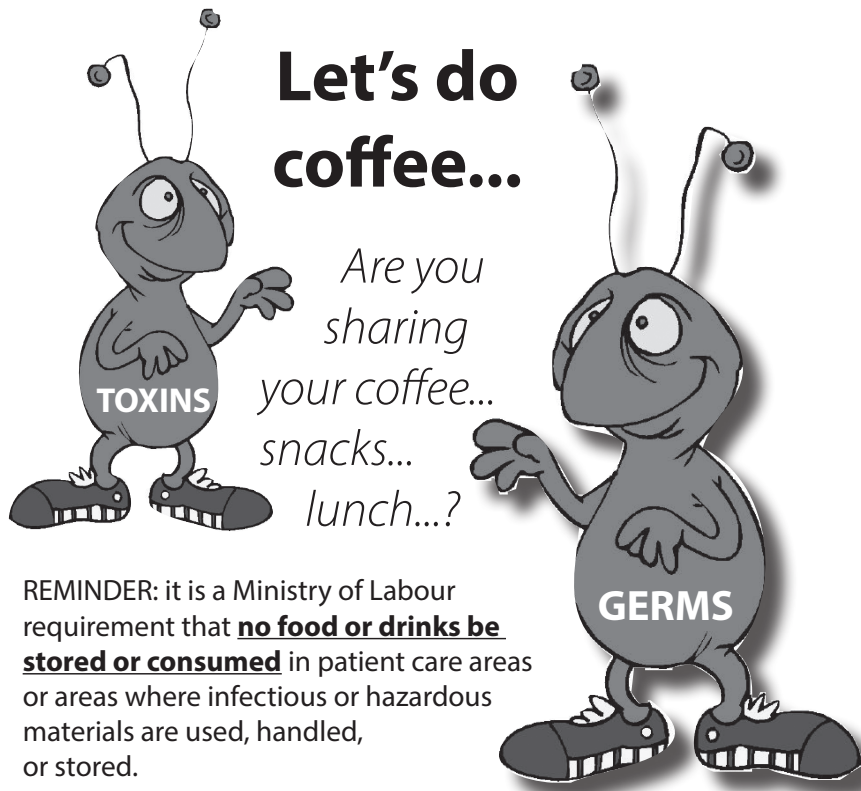


## Parking passes are available for frequent visitors

- Available for purchase in the Finance Department.
- Unlimited in-out access during purchase period.
- **5-day pass** - \$20 plus \$15 deposit.
- **10-day pass** - \$40 plus \$15 deposit.
- **30-day pass** - \$120 plus \$15 deposit
- Deposits are refundable upon return of Visitor parking card.
- The Visitor parking card is transferable among patient and family members.

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REMINDER: it is a Ministry of Labour requirement that **no food or drinks be stored or consumed** in patient care areas or areas where infectious or hazardous materials are used, handled, or stored.

*Enjoy a break with coworkers in the Cafeteria or in your team room.*



## Volunteer Appreciation Dinner

Thursday 3 November  
St. Peter's Hall

**Social starting  
at 5 p.m.**

**Dinner to follow  
at 5:30**

A response is required  
as seating capacity is limited.

Volunteers and Auxiliary  
members please RSVP  
by using the Appreciation  
Dinner sign-up sheet located  
at the Information Desk.

*This event is cosponsored  
by WPSHC and the  
Parry Sound Medical Society*

If you know a seasonal volunteer  
or someone who is not  
a News Centre reader, please  
tell them about this event.

## Training deadline was October 14

### Patient Safety Days



Now **ONLINE!**

From September 26<sup>th</sup> to October 14<sup>th</sup>

Instead of visiting the  
classroom for all  
required information...  
**Patient Safety Days will now  
be done electronically!**  
More information -  
in half the time!

- ✓ Easier
- ✓ Faster
- ✓ At your pace
- ✓ On your schedule

#### How to find Patient Safety Days 2016 on your computer:

- WPSHC Shortcuts (star on Desktop)
- Education Folder
- Patient Safety Days 2016



#### To confirm your completed training, you must submit:

1. "All Staff" quiz (located in ALL STAFF folder)
2. Your signed "Privacy & Confidentiality Agreement" (located in the Privacy folder)
3. Your Department Specific Quiz (located in your Department's folder - i.e. Nursing, Housekeeping, Laboratory, EMS, etc.)

### Submit your required material to Nurse Educator Milly Thomson.

For further information  
contact Milly at -  
mthomson@wpshec.com

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## Autumn Sale



**Thursday 3 November  
10 a.m. to 3 p.m.**

White Elephant Sale proceeds to the WPSHC Auxiliary in support of health care for our community.

You can support the White Elephant Sale

*If you have precious items that you no longer need and that someone else would be interested in purchasing, please bring them to the Auxiliary office or to Whispering Pines.*

*Thank you to everyone for helping our Auxiliary support quality care at WPSHC.*



**Whispering Pines  
Gift Shop**

Sales of no-slip socks support patient safety

## Measuring Up 2016

# Health Quality Ontario annual report reveals a new perspective on quality care for all

Health Quality Ontario is offering those who live in the province the broadest portrayal of quality health care, to date. In its tenth annual publication, the yearly report offers those who work within the health system and those who use it the most comprehensive overview of two key matters: Measuring Up 2016 looks at both how the health system is performing, and also looks at the health of those living in Ontario.

“To broaden the lens on health care quality, Health Quality Ontario worked with experts and patients across the system to incorporate new areas to monitor and measure,” said President and CEO Dr. Joshua Tepper.

“The significance of this latest report lies in this newfound perspective. Areas in need of attention emerge clearly, allowing the system to better focus its efforts.”

A new chapter on palliative care, as an example, reveals one such area in need as the population ages: Nearly two-thirds of those who received palliative care died in hospital despite the fact most would prefer to die at home. This is indicative of a larger issue involving available and appropriate care at home or elsewhere in the community.

Applying a broader health equity lens to many areas throughout the report – another new addition – has, too, allowed for a fuller picture of quality care in the province.

Health equity can be understood as all people being able to reach their full health potential – meaning some will need more help than others. It’s not the equal dividing of resources so that everyone gets the same; rather, it’s an approach whereby factors like income, race, language, geographic location, and disability don’t impede health.

This report, however, reveals gaps in equitable care, and therefore, gaps in a key aspect of health care quality: People who live in the north west region of the province do not have the same access to care than those living in the GTA; people who’ve been hospitalized for a mental illness or addiction continue to struggle disproportionately with transitioning from one part of the system to another; people who live in poor neighbourhoods are much less likely to have prescription medication insurance – the same is true for people with low levels of education and those who’ve recently immigrated.

“With these areas under the spotlight, there is reason to be hopeful,” adds Dr. Tepper. “Health Quality Ontario finds an unmistakable trend as it tracks progress. This annual review finds a relationship between health quality and concerted efforts, often including a combination of policy changes and public health interventions.”

A notable example can be found in population health: Smoking rates have decreased significantly in recent years. This is due in part to combined efforts involving changes in policy, changes in regulations, and public health interventions. Other examples include cancer care, cardiac health, and emergency department care.

While certain areas are showing results because of concerted efforts, those in need of similar attention are now starting to be enabled by the Ministry and subsequently implemented by the health system.

Continued on next page

Information from Health Quality Ontario - [www.hqontario.ca](http://www.hqontario.ca)

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## From Measuring Up 2016

Key areas in need of attention:

### 1) Smooth out the transitions: Ontario can do better as patients transition from one place of care to another.

a.) Less than one-third (30.2%) of patients hospitalized for a mental illness or addiction saw a doctor within seven days after discharge in 2014/15. This rate has not changed in the past five years.

b.) Nearly two-thirds (62.7%) of patients who received palliative care had an unplanned emergency department visit in their last month of life. Although some unplanned visits may be unavoidable and appropriate, this can be a sign that people are not receiving enough supports at home or elsewhere in the community.

### 2. Improve access to care: People in Ontario still lack timely access to their regular primary care provider.

a.) Ontario continues to lag behind, in terms of patients getting timely access to primary care, when compared to other developed countries. In 2015, less than half (43.6%) of people aged 16 or older were able to get appointments with their primary care provider (or another primary care provider in their office) the same day or next day when they were sick or had a health concern. This remains unchanged over two years and is the worst rate compared with people in 10 other Commonwealth countries.\*

b.) In 2014/15, 85% of the adult complex home care patients (aged 19 and older) who received personal support service received it within the five-day target, however there was substantial variation between regions. The aim is that all these patients receive the service within target.

### 3. Reduce inequities: While Ontario's overall numbers look good in many areas, we continue to see unacceptable variation by geography and population groups.

a.) Less than one-quarter (23.8%) of adults in the northwest region of the province (covering the district of Thunder Bay over to the Manitoba border) were able to see their primary care provider on the same day or next day when they were sick, compared with more than half (53.0%) of adults in the central west region (covering the Greater Toronto Area).

b.) Nearly nine out of 10 (85.7%) people aged 12 to 64 living in the richest neighbourhoods had prescription medication insurance, compared with fewer than six out of 10 (56.0%) people living in the poorest neighbourhoods. The ability to afford medication is an important aspect of care, especially among people with multiple chronic conditions.



### About Measuring Up:

Measuring Up centres on a set of performance measures called the Common Quality Agenda, as a barometer for two things: The performance of Ontario's health care system, and the health of those who live in Ontario.

Based on these performance measures, work is underway in many parts of the health system to improve care and outcomes, in addition to how to better measure them. For example, the Ministry of Health and Long-Term Care's Patients First action plan is initiating changes to the system to address the key areas of primary care and home care.

\* Health Quality Ontario. Measuring Up 2015: A yearly report on how Ontario's health system is performing. Toronto: Queen's Printer for Ontario; 2015.

### About Health Quality Ontario:

Health Quality Ontario (HQO) is the provincial advisor on the quality of health care. HQO reports to the public on the quality of the health care system, evaluates the effectiveness of new health care technologies and services, and supports quality improvement throughout the system.

Visit [www.hqontario.ca](http://www.hqontario.ca) for more information

# 'Thank you' donors for generously supporting our delivery of Patient and Family Centred Care



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health centre  
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Last week's Payroll Prosperity  
50-50 Draw winner:

**Patricia Austin**  
**\$417.50**

Our Foundation's payroll deduction 50/50 draw is now taking place every two weeks - and you can sign up to participate any time.

- The cost to enter the 50/50 draw will be \$5 per pay - only available through payroll deduction.
- The winning participant and the Foundation equally share the amount of money collected through the entry fee.
- Pick up a form from the Foundation office.

*The Foundation's Payroll Prosperity Program is helping to raise thousands of dollars annually for our Foundation to purchase much-needed equipment along with support for the Staff Education Fund... and thousands will be shared by lucky Payroll Prosperity participants.*

## Our Foundation Transforms Health Care in Parry Sound

In Ontario, government funding no longer buys new equipment. Only donors do. 100% of new equipment at the Health Centre is bought by donors to the Foundation. Charitable giving is critical to hospital operations. The West Parry Sound Health Centre Foundation puts your donation to work immediately buying equipment our medical professionals desperately need to provide superior patient care. A tax-deductible donation keeps hospital care local!

### Donors have bought our:

<ul style="list-style-type: none"> <li>▶ CT scan</li> <li>▶ telemetry patient monitoring system in ICU</li> <li>▶ ultrasound</li> <li>▶ digital mammography</li> <li>▶ C-arm</li> <li>▶ 3 new anesthetic machines with transport monitors</li> <li>▶ tissue processor in the Lab</li> </ul>	<ul style="list-style-type: none"> <li>▶ pharmacy system</li> <li>▶ bi-PAPP machines in ICU and ER</li> <li>▶ telemetry cardiac rehab monitoring system</li> <li>▶ end of life suites</li> <li>▶ cardiac stress test machine</li> <li>▶ ECG machines</li> <li>▶ IV pumps</li> </ul>	<ul style="list-style-type: none"> <li>▶ 10 defibrillators throughout the Health Centre</li> <li>▶ optivue for eye care</li> <li>▶ 10 patient controlled pain pumps</li> <li>▶ washer decontaminator</li> <li>▶ medi-patient server</li> <li>▶ flexible cystoscopes</li> </ul>
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... in fact, there is not a department that would be operating today without donor generosity. The Foundation averages \$1,000,000 in equipment purchases for the Health Centre annually. All of it donated to save lives locally!

### Donors are the Difference!



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OR Manager Mary Jeffries, tournament organizer Mike Lynch, Dr. Ken Foster, Foundation Executive Director Lynne Atkinson, and tournament organizer Paul de Vries. Absent from the presentation was tournament organizer Craig Lindsay.

## Golf tournament supports purchase of improved equipment for OR

PARRY SOUND - Replacing the 35-year-old skin grafter with a new machine, Dr. Ken Foster celebrates the moment with the donors who made it possible.

Proceeds from the second annual Ridge Hospital Classic Golf Tournament held this past July bought a new Zimmer Air Dermatome – an air-powered surgical skin grafting instrument. This instrument allows for thickness control and width adjustment for surgical precision.

The grafter will provide many years of service to the Operating Room at West Parry Sound Health Centre.

Dr. Foster's joy was palpable as he exclaimed: "It's tried, true and beautiful!" Grafting procedure hasn't changed over the decades but the quality of the equipment has improved immensely. The grafter is used in larger wound care associated with burns, traumas, compound fractures, and some skin cancers.



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## Patients First Act reintroduced

The provincial government has reintroduced the Patients First Act. This significant legislation includes:

- Giving Local Health Integration Networks (LHINs) an expanded role in improving and integrating planning and delivery of front-line health care services, directing more funding to patient care within the existing system.
- Improving access to primary care for patients, such as a single number to call when they need health information or advice on where to find a new family doctor or nurse practitioner close to home.
- Improving local connections and communication between family doctors, nurse practitioners, inter-professional health care teams, hospitals, and home and community care to ensure a smoother patient experience.
- Ensuring that patients only have to tell their story once, by enabling health care providers to share and update their health care plans.
- Providing better patient transitions between acute, primary, home and community, mental health and addictions, and long-term care.
- Improving consistency of home and community care across the province.
- Strengthening health planning and accountability by monitoring performance and outcomes.
- Establishing a formal relationship between LHINs and local boards of health, to ensure local communities have a stronger voice in health planning.

From the Ministry of Health and Long-Term Care  
[www.health.gov.on.ca](http://www.health.gov.on.ca)



**Be a Hand Hygiene Leader**  
by using hand sanitizer every  
time you enter and leave the  
health centre.

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# What's cooking this week...

## OUR DAILY LUNCH MENU

Open for lunch service from 11:30 a.m. to 1:30 p.m.



### MONDAY

Soup: Beef barley, Chicken corn chowder  
Entree: Breaded shrimp and onion rings

### TUESDAY

Soup: Broccoli and Cheese, Mediterranean Vegetable  
Entree: Souvlaki and perogies

### WEDNESDAY

Soup: Cream of Broccoli, Homemade beef noodle  
Entree: Baked potato bar

### THURSDAY

Soup: Homemade Chicken Rice, Tomato Ravioli  
Entree: Chicken Parmesan Sandwich

### FRIDAY

Soup: Potato Bacon, Garden vegetable  
Entree: Fish and fries

### SATURDAY

Soup: Chicken noodle  
Entree: Meat pie with vegetables

### SUNDAY

Soup: Minestrone  
Entree: Chicken burgers



All weekly menus can be subject to change

## DINNER menu

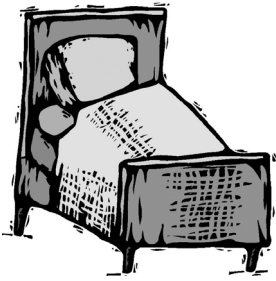
Open for dinner service from 5 to 7 p.m.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Meatloaf & Gravy	Roast Turkey & Gravy	Cheesy Beef Macaroni	Chicken Divan	Roast Beef & Gravy	Glazed Ham	Lasagna
Mashed Potatoes	Whipped Potatoes	Mashed Potatoes	Rice Pilaf	Roast Potatoes	Baked Beans	Garlic Bread
Corn and Red Peppers	Carrot Coins	Mixed Vegetables	French Cut Beans	California Mixed Vegetables	Mashed Potatoes	
					Broccoli	

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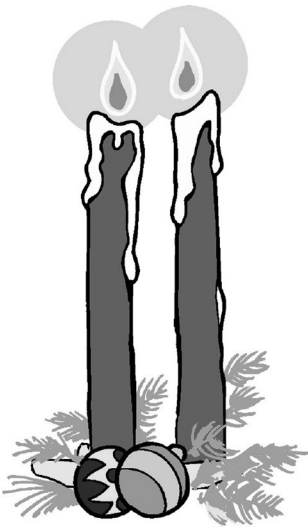
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## Sheet sales

The Wasaga Beach Sheet Company will be in the health centre on Thursday 20 October from 9 a.m. until 2 p.m. in the cafeteria.



Get this date  
into your  
calendar

The Christmas Dinner and Dance for Lakeland LTC and WPSHC will be held on Saturday 3 December at the Charles W. Stockey Centre for the Performing Arts.

**Dinner catered by  
Crossroads Restaurant.**

## University of Toronto Transfusion Medicine Rounds

2016 - 2017 - Room 4123 from noon to 1

### 27 October

*Janice Hawes and Minda Agpalo*

Interesting serology cases from 2016-17.

### 24 November

*Dr. Christine Cserti-Gazdewich*

Anti-CD38 therapy for Multiple Myeloma and the impact on compatibility testing for RBC transfusions.

### 8 December

*Dr. Brian Cuthbertson and Dr. Eddy Fan*

Albumin Debate. The format will be a 20-minute presentation for each side followed by a five-minute rebuttal.

The resolution is: Be it resolved that the use of five percent albumin for volume expansion in the intensive care patient is evidence-based.

### 26 January

*Dr. Dana Devine*

Seven Day Platelets: How is this possible? What do hospitals need to know? What will be the impact on inventory?

### 23 February

*Dr. Mindy Goldman*

IgA deficiency and transfusion: Does IgA deficiency really not cause anaphylaxis?

### 23 March

*Dr. James Zimring*

Of Mice and Men: What can red cell storage studies in mice tell us?



## New vending machine in Emergency Dept.

A new vending machine has been placed in the Emergency Department waiting room. Please be advised that our Dietary Department does not have access to this machine.

The machine has a contact number listed on the front that customers are to call if any problems arise.



*Taking extra steps to support our delivery  
of Patient and Family Centred Care*

# ARK for PATIENTS

Making the closest spaces available for Patients and Visitors

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# Join us for Lakeland's Annual Pumpkin Trail!

Monday, October 31<sup>st</sup>, 2016 starting  
at 6:30pm-8pm

Lakeland is collecting  
candy donations that will  
be given to the hundreds  
of trick-or-treaters  
expected to participate  
in this year's event.

*Thank you.*



We will have games, snacks, a  
spooky haunted house, and lots of  
candy!

HAPPY HALLOWEEN

**This event is appropriate for ages 14 and under.**

**This is not a School Board Sponsored Event**

**FREE PARKING**

**LLTC**

**Living**

•

**Individuality**

•

**Family**

•

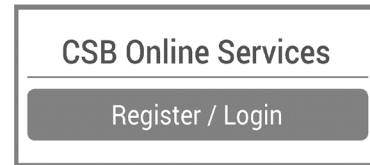
**SPIRIT**

**Empowerment**

## PAYROLL SAVINGS PROGRAM - [csb.gc.ca](http://csb.gc.ca)

### The campaign runs from 3 October to 1 November

During the **CSB Payroll Savings Program** campaign period, participants of the Program can change their contribution amount and new participants can enroll in the Program and start contributing to a Payroll Savings Plan.



### LEARN MORE

Want to better understand how your Payroll Savings Plan works? You can get a simple overview of the plan basics in just a few minutes with these videos:



**How Contributions Work in a Payroll Savings Plan**



**How Interest is Calculated**

**More videos!** For step-by-step instructions on how to complete common transactions on CSB Online Services, such as how to change your contributions, short How-To Videos are available to help you.

### CSB ONLINE SERVICES

Use CSB Online Services to:

	Change your contribution amount (during campaign)
	Redeem your funds at any time
	Sign up for Direct Deposit
	Change your contact information
	Enroll in the Program (during campaign)

### FOR MORE INFORMATION

Visit [csb.gc.ca/employees](http://csb.gc.ca/employees) or contact Josey McCann in Human Resources at extension 2413.

The WPSHC organization ID number is 11773.

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# The Amazing KRESKIN



The World's Foremost  
**Mentalist**

"Even now he knows  
what you're thinking"



Charles W. Stockey Centre  
Parry Sound, ON

October 27 @ 7:30 PM

Tickets:  
[GetOffTheBusConcerts.com](http://GetOffTheBusConcerts.com)



Great Concerts for Great Causes

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