



A Credit to your Health

A publication of THE CREDIT VALLEY HOSPITAL SPRING 2004 • VOLUME 5, ISSUE 1

A View From The Top

On a clear day, you can see the CN Tower, not to mention a fabulous bird's eye view of Credit Valleys' newest addition – the construction of our regional cancer centre and ambulatory care centre. It's the unparalleled view from P8 – the very top of Credit Valley's parking structure. Most patients and visitors rarely experience this vantage point. Most patients and visitors attempt to find parking on the surface parking lot or on the lower levels of the parking garage. And that can be a challenge especially during the peak clinic and visiting times. More than 5,500 patients and visitors pass through the hospital's main entrance each day. There are 1,827 parking spaces available on-site.

We often hear from patients who have been late for their appointments because they were driving around the parking garage trying to find a parking spot on the lower levels. More often than not, there are spots available "at the top."

"It can be confusing," admits Doug King, vice president, whose responsibilities include support services such as parking. "People will drive to the fifth level and see the open part of the parking deck to their left. They think that's the end of the parking. But if they continue to the right, there are three more parking levels. I tell visitors to head right to the top of the parking garage where they're pretty well guaranteed a spot will be available. There's an elevator on each level so they don't need to worry about climbing the stairs."

Patients requiring wheelchair accessible spots will be pleased to know that there are 37 handicapped spaces available on the ground level and an additional two spaces each on P2 and P4.

Parking is always a discussion

item among patients and visitors. Many folks wonder why they have to pay for parking at all...they believe it's part of hospital funding. "In fact it's not," explains Mr. King. "Government funding accounts for approximately 85 per cent of health care costs...and those costs are directly related to patient care. Parking is not considered a direct cost, and so hospitals must pay for the construction of parking lots, garages and their upkeep, through revenue generation, such as paid parking. Just to build one parking spot in a parking garage costs in the neighborhood of \$20,000 these days! That's why we must charge for parking...it's not something we want to do, it's something we have to do in order to provide the service."

So when you head to the top of the parking garage and have a moment to take in the breathtaking view, you may feel you're getting a little extra for your expenditure.

Parking Rates At Credit Valley

- Ten minute grace period for drop offs and pickups.
- \$2.25 per hour or partial hour to a maximum \$12.00 per occasion. If you intend to visit several times each day it will be economical to purchase a monthly parking pass.
- Parking attendants accept cash only. Two cash machines are located in the main lobby for your convenience.
- Your parking pass is not transferable.
- To purchase a monthly parking pass, please see cashier in hospital's main lobby. Cashier's hours are 8:30 a.m. to 4:30 pm. Monday to Friday.



A Healing Environment Credit Valley's New Main Lobby Is Taking Shape

The Credit Valley Hospital's new Atrium which links the existing hospital to the new regional cancer centre and ambulatory care centre will serve as a gathering place for all visitors to the hospital.

See more on CVH 4

At CVH, Patients Come First

by WENDY JOHNSON
Director, Community Relations & Communications

Credit Valley's vision is "to be the finest hospital in Canada in the hearts and minds of the people we serve." It's a statement that sets the tone for the way we do business every day. From the community relations officers who greet and assist patients as they come through the main entrance, to the porter moving patients from the OR to recovery, to the healthcare professionals at the bedside, we do our best to support our patients and families.

That's why the feedback we receive from our patients and families is so valuable to us (see Patient Feedback – We Take it Seriously on CVH2). Credit Valley voluntarily participates in the province-wide Hospital Report



Caring for patients and their families is important to the staff at Credit Valley. Here, community relations officer Christa Kirby helps Steve and Teresa Paiva use the hand sanitizer on their way to visit a patient in the hospital.

which compares patients' rating of the care we provide patients as well as our financial and clinical outcomes with the practices in hospitals across the province.

How are we performing? We're exceptional in areas such as financial performance and clinical outcomes. Patients comment on the warmth and caring atmosphere in the hospital and our willingness to include patients and families as part of the care team. They also tell us they are disappointed with lengthy waits in the emergency department because we see so many patients. They are also disappointed when a patient requiring admission to hospital has to wait overnight or occasionally longer for an inpatient bed on a nursing unit because we are full to capacity.

That's why it's so important that "A" wing – a new inpatient wing slated to begin construction this summer (pending government financial approval) be built. An

additional 150 inpatient beds in that new wing will free up space elsewhere in the hospital to accommodate the more than 8,300 patients admitted through the emergency department each year. We don't like to have to apologize for overcrowded conditions and lengthy waits. But until the new wing opens, there's little else we can do. We are asking for your continued patience until we have the space to meet our growing communities' needs. Your financial support to ensure this construction project is completed is also appreciated.

Another First For CVH
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CVH Expansion Update
Look How We're Growing
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Fox 40 To The Rescue
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This panoramic view of Erin Mills Parkway/Eglinton Avenue area is captured from P8...the top level of Credit Valley Hospital's parking deck. It's an added bonus for those patients, visitors and staff who pick the top spot as their parking preference. If you're in a hurry...head to the top where you'll most likely find a spot!

Did you know?

More than 66,000 patients are seen in the emergency department each year.

More than 1/3 of our 66,000 emergency visits are children seeking treatment.

About 8,300 patients arriving at the emergency department require admission to hospital.

Beautiful large private patient rooms have been changed to accommodate two patients to minimize the number of patients having to wait in ER for admission to an inpatient bed on a nursing unit.

More than 4,700 babies are born each year at Credit Valley, on a labour and delivery unit designed to handle 2,600 births annually.

Visit our website at www.cvh.on.ca

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Our People Care Program

by BRENDA ZALTER
Our People Care
Facilitator



Our People Care is a unique "customer service" program developed by The Credit Valley Hospital. The program is developed from the mission, vision and values of the hospital. The Our People Care program is internally developed and supported by senior management. One of the goals of this program is to make the best working environment for and with staff in order to retain and recruit staff as we strive, "To be the finest hospital in Canada in the hearts and minds of the people we serve."

The content of the program is based on input from staff and individually tailored to meet the needs of individual "working groups". The motto is "Excellence in patient care achieved through excellence in people care."

The program will build on the existing high level of quality of care and service, and will enable our caregivers to live the values of the organization. Our values are excellence in patient care; respect; leadership; teamwork; accountability and partnership. These values are our guideposts on our journey to go from "good to great". Our People Care believes that our values are reflected in our day-to-day actions: how we treat each other; how we treat our patients and how we relate to our community.

To accomplish this there are three phases designed to help caregivers (people who play a role in providing care and support services for patients and their families) care for each other; caregivers care for patients and families and in turn patients and families also must care for the caregivers.

The program is designed for physicians, volunteers and staff. Through the Our People Care philosophy our mission remains "To offer quality, compassionate health care to the people of the growing communities of Peel and Halton."

Patient Feedback: We Take It Seriously

BY JENNIFER GREVE M.S.W., R.S.W.,
Patient Feedback Representative
& BARBRA MARTIN, Patient Ombudsman

At Credit Valley we believe that to continuously improve we must listen to our patients' concerns with patience and compassion. Since 1998 we have had a patient feedback management team available to investigate your concerns. Last year alone, we had 650 compliments and 503 complaints come through our office.

Our office consists of a patient feedback representative and a patient ombudsman. The patient feedback representative is the individual who will initially hear your concerns, facilitate the investigation process and involve the appropriate management staff. Both the patient feedback representative and patient ombudsman will facilitate problem solving and complaint resolution and remain neutral in the situation.

How Quickly Will We Respond?

You can expect to receive acknowledgement of your issues within two business days. From this point, your concerns will be taken forward to the relevant management staff to begin the investigation process. We ask that you be patient with the process of investigation as it can take time. The patient feedback representative will often keep you updated on the process, and you are welcome to call in for updates as well.

When Should We Bring Our Concern Forward?

Do not wait to deal with your concerns. Try to discuss your concern as soon as possible with the direct staff or manager in the area of your treatment. Dealing with problems at that moment allows staff

to have a better sense of what is going on and helps to ensure your concerns do not escalate unnecessarily. If you are not comfortable dealing with an issue directly, the patient feedback representative is available to assist you.

I Do Not Speak English

At Credit Valley we have interpreters readily available, so please let us know if English is not your first language and we will be happy to find an interpreter to assist in this process.

What Happens After I Have Complained?

A complaint at Credit Valley is truly seen as an opportunity to improve service. (See sidebar for examples of complaints follow-up and compliments received). We not only deal with your individual issues but we also keep data on all complaints. This data is reviewed regularly to find patterns of complaints that speak to a fault in the hospital's programs and systems. We use this information to work toward refinement of our programs to best meet the public's needs. We also take this analysis of trends and report to the Board of Governors biannually as part of our quality and risk management efforts.

How Do I Reach The Patient Feedback Representative Or Patient Ombudsman?

You may phone us at 905-813-4109, write to us (fax: 905-813-4253) or drop by our office. The community relations officers stationed at the front doors will be happy to show you where the office is located.

We welcome your feedback as we strive to be "the finest hospital in the hearts and minds of the people we serve".

Complaint Follow-up and Compliments

It came to our attention through a complaint situation that there were gaps in service for the group of patients that experience a miscarriage and require surgical intervention. Out of one complaint and a review of the trends in this area the patient feedback management program was in a position to work with the managers in the labour and delivery area to problem solve a more patient-friendly approach. Out of this endeavor came an advanced clinical pathway that ensures the patient's needs are met at various levels. It was so important to the hospital to have the voice of the community that we invited the complainants to participate in the development of this clinical pathway. Here are their words to us now...

"We have felt privileged to have had an opportunity like this and to see first hand that Credit Valley Hospital is dispelling the media and government's portrayal of the health care system."

Other Compliments We Have Received:

"I have never experienced such excellence in "customer service" by an entire organization. It was outstanding! Each person who provided a service to me was totally dedicated to the caring of my needs, without a moment of hesitation or a hint of it being anything other than their only reason for being there. They were friendly and enjoyable people who went out of their way to do what was needed to secure my health."

"It may be just in a days work to him but, he saved my life and the life of my baby. How do you thank a person for that?"

"I can't tell you what a relief it was to walk into a healthcare facility with a sick infant who has been chronically ill all winter and have her treated so warmly and efficiently."

"My experience at Credit Valley Hospital affirms my respect and appreciation for our health care system."

"Unfortunately, I ended up in emergency with an attack of kidney stones and despite the fact that the place was terribly busy, I received wonderful treatment by all the staff from the receptionist through to the medical staff."

Death With Dignity: Facilitating The Option To Die At Home

by WENDY JOHNSON, ABC, APR
Director, Community Relations
& Communications

Death is not a subject most people want to talk about. But it is a reality to be discussed between terminally ill patients, their caregivers and families, all wishing to make the most of the precious time remaining.

Credit Valley, together with the Community Care Access Centre of Peel, community agencies and local funeral homes, have been working together to remove barriers to appropriate palliative care in the home. One of those barriers has been the pronouncement of death when the patient dies at home.

Until recently, if death occurred at home, the family would call 911 either to request a doctor to make a house-call, or to request an ambulance to transport the deceased to the hospital where the patient's death would be officially proclaimed by a doctor. In November, a pilot project between the caregiver agencies and The Credit Valley Hospital began, allowing the community/visiting registered nurse to pronounce

death in the home. The death certificate would then be completed by a physician within 24 hours. Participating funeral homes transfer the deceased directly from home and arrange to pick up the death certificate from the hospital after it has been completed.

Marcie Flynn-Post, nurse manager for the oncology department at The Credit Valley Hospital credits Dr. Jean Hudson, a family physician specializing in palliative care, with identifying the need for the new procedure.

"This pilot project is providing the patients and their families with a viable option when the patient wishes to die at home, among friends and family," says Flynn-Post. "Because we know death is expected within several months, and that the patient intends to remain at home until his death, we can work together with community resources and external caregivers to provide appropriate palliative home care, thereby honouring the patients wishes."

Flynn-Post says this is the most reasonable option for this select group of patients.

To date eleven patients from CVH have chosen this palliative care option.



Operation White Smoke

A new crisis scenario, entitled "Operation White Smoke" allows various segments of the hospital population to practice emergency preparedness. A video is included as part of a table top exercise and includes several different outcomes to be tailored to different hospital personnel. This crisis scenario allowed groups to practice their response during a Code 222 (hostage taking) and Code Black (bomb threat).

NOTICE

THE ANNUAL GENERAL MEETING OF THE CREDIT VALLEY HOSPITAL

will be held on Thursday, June 10, 2004 at 6 p.m. at:

The Credit Valley Hospital Auditorium

2200 Eglinton Avenue West

Mississauga, Ontario

DATED AT MISSISSAUGA, this 25th day of April, 2004.

BY ORDER OF THE BOARD

D. WAYNE FYFFE

President & Secretary

OUR VISION,
MISSION AND VALUES

Our Vision

The Vision of The Credit Valley Hospital is to be the finest hospital in Canada in the hearts and minds of the people we serve.

Our Mission

The Credit Valley Hospital offers quality compassionate health care to the people of the growing communities of Peel and Halton.

Our Values

Excellence in Patient Care

Respect

Leadership

Teamwork

Accountability

Partnership

Wayne's World

Published statistics from the most recent Ministry of Health and Long Term Care hospital financial/service performance data (for the year ending March 2003) report that Credit Valley is the lowest cost hospital among all hospitals in the GTA/905 area (based on cost per weighted case of inpatient care).

We are very proud that our medical and hospital staff, assisted by our volunteer partners, are able to be leaders in efficient delivery of care. But what about quality? The Canadian Council on Health Services Accreditation continuously reviews and sets standards for quality and safety for all hospitals. Credit Valley has never had a recommendation for required improvement from this national body, only commendations for excellence!

Are we satisfied with this performance excellence? We are pleased and proud of our record, but continuous improvement is always

our goal. In this edition of A Credit to Your Health, we report on the CVH results in the 2003 Hospital Report for all Ontario. We performed above average in some areas of quality and service, and below average in a few. We are taking action to improve in the next Hospital Report.

Your feedback helps us learn. Our patient feedback program ensures that every letter, email or survey result is taken seriously and a response is provided in a timely manner. Thank you for helping us to improve and continue to seek out performance excellence in all we do.

Thank you for supporting our foundations' capital fundraising campaign. We urgently need to reach our \$50 million goal so we can continue to expand our physical space to meet the needs of the growing communities we serve. We hope to have approval from the provincial government in the coming weeks to expand our inpatient



**Wayne Fyffe, president and CEO,
The Credit Valley Hospital**

beds to reduce wait times in our emergency room. We also need to build new space for moms and babies as soon as possible. Please give generously to help us to help you!

Credit Valley Hospital – At The Cutting Edge Of Medicine

by DR. RON GROSSMAN
Chief of Medicine

Credit Valley Hospital is a community hospital with a difference. There has been a long tradition of academic excellence at this institution led by the Department of Medicine. Indeed, the origins of the Department of Medicine at the outset were from the University setting. Dr. Peter Clarke, the original Chief of Medicine, built a Department based on academic and clinical excellence and this tradition has not changed to the present time. This translates to world class care at home. One good example of this is our recent efforts to improve asthma care in our region.

In the fall of 1999, 801 adults and 200 parents of children with asthma were interviewed to explore the frequency and severity of asthma symptoms, use of emergency care, quality of life and quality of care issues in Canada. Of the 1,001 patients involved in the Asthma in Canada survey, 57 per cent had poorly controlled asthma. Poor control was associated with a considerably higher likelihood of experiencing asthma symptoms; limitations in activities; absenteeism from work, school or social engagements; and a need for more than the weekly recommended dose of rescue medication.

Healthcare resource utilization was also higher in those patients who were poorly controlled: over three-quarters of unscheduled doctor visits, hospital visits or hospitalizations for asthma were by those whose asthma was not adequately controlled. It is clear that poor asthma control leads to decreased patient quality of life and increased costs to the healthcare system.

The results of the Asthma in Canada survey demonstrate a need for improved patient education and management as well as physician adherence to the Canadian Asthma Consensus Guidelines. The Canadian Asthma Consensus Guidelines recommend the consideration of asthma management as a continuum, with more aggressive treatment for more severe asthma. Patients who are poorly controlled should initially be treated aggressively until acceptable asthma control has been attained. Medications should then be reduced until control is maintained on the lowest effective treatment option of the continuum.

Asthma education and environmental control are fundamental components of asthma management. Many hospitals have asthma education centres to which patients can be referred for standardized education about their disorder, how medications work, appropriate use of medications, self-monitoring and environmental allergens. Credit Valley Hospital has had a Pediatric Asthma Education program running successfully for years. The impact of this program has been profound, with significant decreases in hospital admissions and Emergency Department visits documented. Recently



CVH Asthma Educator, Debbie Coutts reviews asthma education techniques with Curtis Taylor while mom Vicki looks on proudly.

GlaxoSmithKline has made a significant donation to the Hospital, a portion of which has been designated to expand the Pediatric Education Program to the adult asthma population. This contribution includes a public-private partnership focused on the optimal management of asthma – a program called PRIISME – Programs to Integrate Information Services and Manage Education. This is a comprehensive approach integrating every step of patient management such as prevention, diagnosis, treatment, drug compliance and follow-up. This new concept is a primary care model involving physicians and other allied health professionals and is centered on self-management of chronic diseases. This program has been operational in Quebec and an evaluation of the program has shown an increase in the quality of life for asthmatic patients by showing a decrease in work absenteeism and a decrease in school absenteeism. Other positive outcomes that have been documented include: An improved knowledge of asthma and its treatment by physicians and health professionals who participated in training sessions; A decrease in emergency visits and hospitalizations for asthma-related illnesses by over 30%; More effective use of medication to optimally manage the patient along with timely education for the patient and their families.

With programs such as PRIISME, Credit Valley Hospital will be at the forefront of asthma management in Canada and will be delivering world-class healthcare at home.

Loberg Appointed Chair

D. Wayne Fyffe, president and CEO of The Credit Valley Hospital wishes to announce the appointment of Mr. Norm Loberg as the Chairman of the Board of Governors for the hospital. Mr. Loberg joined the Credit Valley Board of Governors in June 1988, and was appointed vice chairman in June 2001. Mr. Loberg previously chaired the Board's Quality Care Committee and Public Advocacy and Accountability Committee.

Mr. Loberg a former vice president of Enbridge Consumers Gas retired in 1999 following a distinguished 40 year career in the energy and services industries. Currently he is chairman of Quadra Bay Inc. a business services company he founded in 1999 and president of BrandActive International Inc. a

corporate identity implementation firm.

Credit Valley is situated in Mississauga, Canada's sixth largest city. The hospital is located in a densely populated and rapidly growing residential hub on the western-most border of the city. The acute-care community hospital offers four regional programs: oncology, renal, genetics and maternal/child programs. The hospital's vision is to be "the finest hospital in Canada in the hearts and minds of the people we serve." Credit Valley's exceptional reputation and highly skilled professional staff and physicians provide a cornerstone to the \$50 million fundraising campaign slogan, "world class, right here" in Mississauga.



Norm Loberg



CREDIT VALLEY
THE CREDIT VALLEY HOSPITAL

Our brand represents:

Our professional, caring, friendly health care organization that promotes life, health and innovation in a nurturing environment.

About the design:

The foundation, or the box, represents our strong community hospital base. The roots grow to form a stethoscope which represents the relationship between diagnosis and health. The tree represents health, life our diverse community and our growing regional programs.

**THE CREDIT VALLEY
HOSPITAL BOARD OF
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THE CONSTRUCTION PROJECT

Walking The Scaffold Of Health Care Facilities

by BETTY-ANN JOLLEY,
Infection Controls Coordinator

Credit Valley Hospital, in becoming a regional cancer center, is in the process of rapid expansion. A booming community population requires access to timely care. It is essential to provide a safe hospital environment while moving forward with this expansion.

"Bugs" (organisms) which normally live quietly in the environment may cause many of the infections associated with construction and renovation activities. It is only when these organisms are disturbed or allowed to multiply that disease can occur. Infection can result from an activity as simple as removing a ceiling

tile (in a sensitive patient area) or as complex as a major demolition activity outside. Dust can carry organisms great distances on air currents. Water damage left untreated will quickly support the growth of molds and fungus. Many organisms live freely in small numbers in water sources, including tap water. Stagnant water will allow them to quickly multiply.

Patients with poor resistance to infection are at the greatest risk of disease. Some examples of patients with poor resistance include the very old, and those with medical conditions or therapies which affect the immune system. Medical interventions which compromise natural barriers such as surgery or the insertion of devices which cause a break in the skin or

access to the inside of the body, also place the patient at risk.

All construction and renovation activities are evaluated for risk. Construction activities are assigned a grade, as are patient populations and hospital areas. Projects, which fall into "high risk" categories, require a signed permit from the Infection Prevention & Control and Occupational Health & Safety Departments. This ensures that all contractors are informed of the required precautions and safety measures to be taken before, during, and after the project. As well, all construction workers are required to attend the Credit Valley Hospital orientation program, which includes infection prevention & control, occupational health & safety,

emergency measures and fire & security. Projects are monitored on a continuous basis. Air quality is monitored in high risk areas by an outside consultant.

Managing risk also includes the participation of Infection Prevention & Control in the review of new design. Some examples of infection prevention & control concerns for new design include appropriate hand washing facilities, isolation rooms, traffic patterns, ventilation/air quality, number and size of rooms, and surface finishes, furniture and floors.

It is a fine balance for health care facilities to prepare for the future while protecting the present.

Credit Valley's Building Expansion Moves Ahead For 2005

by KEITH MARNOCH,
Publicist, Community Relations
& Communications

As the days get longer and the temperatures begin to climb, people are taking a closer look at the progress being realized by constructors and architects who are working on the building that will house the new Carlo Fidani Peel Regional Cancer Centre and the new Ambulatory Care Centre at Credit Valley.

The distinct exterior features of this addition, also known as 'F' Block, serves to foreshadow the innovative internal attributes this building will offer to patients, visitors and staff alike when it becomes operational in the spring of 2005.

The entire \$134 million project is a collaborative effort between the Province, the Region of Peel, the hospital, Cancer Care Ontario, the hospital foundation and our donors. Our donors will make a significant contribution to the progress of this project. The new building is the first of a three-phase expansion that will see Credit Valley practically double in size. The next phase will be the construction of new "A" and "H" wings.

"A" wing, to be located at the north-east end of the hospital, will house two floors of complex continuing care and a palliative care unit. The upper two floors include portions of the regional maternal child program (paediatrics and perinatal inpatient care). A second floor for the laboratory will be located on "H" wing. The third floor will house portions of the regional maternal child program (labour and delivery, and neonatal

intensive care unit). Shovels are expected to be in the ground for that expansion by late this summer.

The target opening date for "F" Block is now about one year away but considerations for the complex task of actually moving people and operations into the new building have been ongoing for sometime. The new building will offer a wide array of health services including outpatient radiation therapy, chemotherapy, and supportive care. Renal dialysis and diabetes patient education units will occupy the second level. Ambulatory Care will occupy about 40,000 square of space on the third floor where there will be ophthalmology clinics, medical/surgical clinic for minor procedures and satellite diagnostic imaging as well as cardiopulmonary services. Expanded rehabilitation and support services will also be included in the addition.

The 12-month countdown which is on schedule, will pass quickly as Credit Valley prepares for the handover of the new building from PCL Constructors on March 31st 2005. Currently, the four-storey structure that is some 330,000 square feet in total is coming together nicely. Workers on the site are happy that the weather is warming up, having worked diligently through a challenging winter season. The walls and floors are in place along with much of the wiring, piping and other intricate medical device outlets that will soon be hidden behind the walls on each floor.

The radiation cancer treatment bunkers have been constructed using super-dense concrete that allows for

corridor entrance rather than a large restrictive door into the actual treatment rooms. Six bunkers have been built, four of which will be used from day one. A key to improving a patient's experience is attempting to offer a sense of comfort in all aspects of their visit.

Tye Farrow, of Farrow Partnership Architects who designed the state of the art facility says, "If the delivery of health care and the creation of architecture share the common goal of improving the quality of life, then the role of health care architecture has never been more important in our communities."

With that in mind, nowhere is improving the patient experience more evident, or important, than in the radiation treatment area of the new building. The next major phase of noticeable construction will see lanterns, or natural light structures, placed against the exterior west walls over the cancer treatment areas. The lanterns are intended to help remove the feeling an oncology patient may have of being secluded in a dungeon-like environment during treatment. Also adding a further element of comfort are the corridor entrances to the radiation rooms rather than heavy doors closing behind the patient.

The whole notion of natural light has been introduced into all facets of the new block's design through light wells that stream from glass covers on the rooftop down through all four floors. This feature combined with maximum window coverage around the exterior will allow the building to rely heavily on natural light during the daytime hours.

That light will also stream through to the main renal dialysis unit on the second floor. This open concept area will be able to treat 56 patients at any given time - an increase of 15 stations beyond the current allotment onsite. There is also more workable space for caregivers to serve the patients. Add to that, another 24 renal stations that are located offsite at Watline and Hurontario Streets, and Credit Valley will soon offer 80 renal care units to serve the entire catchment area.

The most striking feature of the new addition is the uniquely designed atrium which will serve as the focal point and entrance to the new building and a link to the existing hospital building. It will serve as both a gathering place for patients, visitors and staff but also as a staging area for public events and special occasions.

The wooden canopy that frames



The next major phase of noticeable construction will see lanterns, or natural light structures, placed against the exterior west walls over the cancer treatment areas. These lanterns will bathe the radiation treatment waiting area with natural sunlight, helping to create a warm and pleasant atmosphere for patients and families.



Workers on the site are happy that the weather is warming up, having worked diligently through a challenging winter season. The walls and floors are in place along with much of the wiring, piping and other intricate medical device outlets that will soon be hidden behind the walls on each floor.

the structure was designed by Farrow Partnership Architects of Toronto, while Timber Systems of Markham built the actual beams.

Conceived as trees in a courtyard, the structure bends like the branches of a tree to recreate the sensation of an outdoor treed patio. "The structure is constantly in motion and ever changing as you move through it," says Farrow, "the idea is to keep patients' minds off why they are there by creating an unexpected experience."

Like the existing Credit Valley structure, the new building is intentionally un-hospital like.

The original hospital was designed to provide multiple courtyard spaces for patient and staff enjoyment. Healing gardens, the children's zoo, music therapy, clown therapy and pet therapy and the arts in medicine program are existing spaces and programs that create a warm, friendly and healing atmosphere at Credit Valley. Those same elements have been carried over into the expansion.

The glass and the first layer of metal decking that will serve as the

roof and façade of this open concept area are also beginning to take shape and enclose the atrium. In time, a material similar to that on the roof of SkyDome in Toronto will cover the areas where glass is not present.

Parking is always top of mind no matter where a facility may be located. As part of the new wing, an additional parking garage will offer about 470 spaces. Because the garage is an inter-leaved (or overlapped) design and being built into the existing grade of the land, the top of the structure will not be any taller than the evergreen trees that line the south west corner of the CVH property.

The beauty of the design of 'F' Block is that it addresses functionality as well as meaningful aesthetics. For example, the building products are arguably less expensive than more traditional steel products. In the end, the value of what has been designed is a facility that will improve patient, visitor and staff well-being while simultaneously contributing to improved patient recovery.

Operation 555

The countdown is on! In less than a year The Carlo Fidani Peel Regional Cancer Centre and Ambulatory Care Centre will be open to patients. But there's still a great deal to be done before the equipment is hooked up and ready to go!

In an effort to capture the excitement and ensure we're ready, Credit Valley is launching an internal awareness program called "Operation 5-5-5". In numerology, the number 5 means "change" and change we will. All chemotherapy and radiation therapy will be housed in the new regional cancer centre. As well, renal dialysis,

outpatient mental health, cardiopulmonary and a host of ambulatory (walk-in, walk-out) procedures will be located in the new ambulatory care centre.

5-5-5 is an artificial target date which signifies the midway "move-in" point for the new occupants. It stands for the fifth day of the fifth month of the fifth year (May 5, 2005). Over the next year staff and visitors will see more information, schematic drawings and occupancy information under the heading of Operation 5-5-5. Watch for it!



THE CAPITAL CAMPAIGN

Kresge Foundation Awards \$750,000 Grant To Credit Valley

The Credit Valley Hospital has been awarded a \$750,000 (US) challenge grant by The Kresge Foundation to help complete the Phase I construction of The Carlo Fidani Peel Regional Cancer Centre and Ambulatory Care Centre.

The Credit Valley Hospital is one of only three Canadian organizations awarded a grant in this round of grantmaking from The Kresge Foundation. The challenge grant is contingent on The Credit Valley Hospital raising an additional \$4.1 million (CDN) in new gifts by May 2005 while also broadening its base of philanthropic support.

The Kresge Foundation, an independent, U.S. private foundation headquartered in Troy, Michigan, was created in 1924 by the personal gifts of Sebastian S. Kresge "to promote the well-being of mankind". It is not affiliated with any corporation or organization. At the time of the grant announcements in March 2004, The Kresge Foundation had awarded 47 grants so far this year for a total of \$24,022,464 (USD).

"Having The Kresge Foundation's support is key to bringing the campaign to build the new cancer centre to a successful conclusion," said Norma Bandler, president of The Credit Valley Hospital Foundation. "It is a mark of distinction to receive a Kresge challenge grant. This gift will help to attract new donors. We challenge all individuals, businesses and corporations in Peel, Halton, Wellington, Dufferin, Simcoe and GTA West, who will be served by the new Carlo Fidani Peel Regional Cancer Centre, to support



The Kresge Foundation has awarded The Credit Valley Hospital a \$750,000 (US) grant to complete Phase One of The Carlo Fidani Peel Regional Cancer Centre and Ambulatory Care Centre.

our World Class Right Here \$50 Million Capital Campaign."

The Credit Valley Hospital Foundation, over the next ten months, will be calling on everyone in our region to respond to the challenge and help us complete our campaign.

The new Carlo Fidani Peel Regional Cancer Centre at Credit Valley will be one of the largest integrated oncology programs in the country, serving more patients than the busiest cancer centres in the U.S. and will set the standard for cancer care across the province of Ontario.

The cancer centre will take a lead role in establishing a coordinated regional cancer network and will be the sole provider of radiation therapy serving the communities of Peel, Halton, Dufferin, Wellington, Simcoe, and GTA West. Operating as a full service cancer centre, patients will receive comprehensive and compassionate care with the best diagnostic, medical and supportive care available.

When the new centre opens, more than 2,100 patients will receive chemotherapy and 1,300 patients will receive radiation annually in their own community. The Carlo Fidani Peel Regional Cancer Centre will manage more than 70,000 patient visits/procedures annually.

The Credit Valley Hospital Foundation's World Class Right Here \$50 million capital campaign was launched in September 2003 with a lead gift of \$6 million from Carlo Fidani to name the cancer centre. Seven additional gifts of \$1 million have been pledged in support of this campaign. To date, \$34 million has been raised (CDN) towards our overall campaign goal.

The view of the new Carlo Fidani Peel Regional Cancer Centre from Erin Mills Parkway.

Pledge Will Reduce Wait For Diagnostic Imaging

Access to diagnostic testing is critical for accurate diagnosis and timely treatment. Additional MRI and CT scanner equipment is vital not only to alleviate the current waiting lists, but equally important for the Hospital as it expands its services to include the new Carlo Fidani Peel Regional Cancer Centre. Credit Valley performed more than 150,000 diagnostic procedures this past year which is a nine per cent increase from the year before. This number will continue to grow. "An additional MRI & CT scanner will enable us to be ready to accommodate the increase in diagnostic testing that will be necessary to support the regional demands of a full service cancer centre," said Dr. Michael Barsky, Chief of Diagnostic Imaging.

The WB Family Foundation pledged a leadership gift of \$5 million toward Credit Valley's World Class Right Here capital campaign. This private Mississauga-based family foundation has designated this gift to the purchase of a second MRI unit and a second CT scanner at Credit Valley in order to improve waiting times.

With this gift, Credit Valley's second CT scanner

was purchased last December and has already led to a 40 per cent reduction in waiting times for diagnostic tests. "This is quite significant in that we are working on a limited shift," says Dr. Barsky. "We haven't fully rolled it out yet because we are still doing some training."

A CT scanner is a device in which the patient being scanned travels through a ring from which x-rays are emitted. The x-ray information is reconstructed into cross-sectional pictures of the body allowing for rapid examinations. CT scanning is the test of choice for emergency trauma, abdominal pains, brain aneurysms, and for the evaluation and staging of most cancers.

Magnetic Resonance Imaging (MRI) is an advanced imaging tool using both magnetic fields and radio waves to safely image the human body without the use of x-rays. MRI testing is the standard for investigating cancer, heart disease, orthopedic conditions and neurological disorders. Expanded oncology services intensify the need for a second MRI at Credit Valley as our current MRI is already operating at maximum capacity, six days/78 hours per week.



Norma Bandler, Foundation president and Dr. Michael Barsky, chief of Diagnostic Imaging.

Given that there are more MRI units in Boston, a city about the same size of Mississauga, than across Canada, the need for effective, state-of-the-art diagnostic imaging is enormous.

Credit Valley's second MRI is scheduled to be installed and operational by May 2005. The second CT scanner and MRI add a new dimension to a diagnostic department that is already a world class leader in innovation.

Women With Drive Tee Up For Cancer Care

Cancer touches us all. At The Credit Valley Hospital, we strive to provide quality care for the mind, body and spirit of our patients dealing with cancer and their family. The Carlo Fidani Peel Regional Cancer Centre set to open at Credit Valley in May 2005 will continue to offer unprecedented care for patients and families dealing with cancer.

The Credit Valley Hospital Foundation's is hosting an exciting Women With Drive Golf Tournament to raise funds for The Carlo Fidani Peel Regional Cancer Centre. For women only, this tournament will be held at Granite Ridge Golf Course in Milton on September 21st. Golfers may choose to participate in 18 holes of golf or in on-course instruction, plus the opportunity to play a limited number of holes. A bar-bque lunch, champagne reception,



gourmet dinner and fabulous "woman-friendly" auction round out the day.

Tickets are just \$250 per person or \$1000 per foursome. Register by July 1st to be entered in our Early Bird prize draw for a Wine Tour for 8 courtesy of Chateau des Charmes.

To reserve your spot or to discuss sponsorship or auction donations, call Mary McPherson, director of community fundraising, The Credit Valley Hospital Foundation at 905-813-4123 or e-mail mmcpherson@cvh.on.ca.

World Class Marathon Right Here In Mississauga

Lace up your sneakers and get ready for the First Annual Mississauga Marathon on May 16th. The Mississauga Marathon will be supported by the Fila Half-Marathon, Mississauga 10K, Mississauga 2K Family Fun Run/Walk, and the Mississauga Marathon Relay Challenge. A two-day Runners Expo and Saturday night Pasta Dinner round out the weekend of activities.

This point-to-point course starts at Mississauga's City Hall and finishes at Lakefront Promenade Park on Mississauga's scenic Waterfront Trail, the Mississauga Marathon presented by Canon will showcase the beauty of the City of Mississauga. It is also a certified Boston Marathon qualifier and is sanctioned by the Ontario Roadrunners Association.

As a participant in the event, you can help raise funds for Credit Valley by having people sponsor you in the Marathon. Online sponsorship is available and personal websites can be created and forwarded to your friends and family to raise funds for Credit Valley.

To find out more information, or to register as a participant in this exciting first annual Mississauga Marathon and help raise funds for Credit Valley's World Class Right Here \$50 Million Capital Campaign, www.mississaugamarathon.com or www.cvh.on.ca.

COMING EVENTS

For information on these events or to find out how you can host your own special event for Credit Valley, please call Mary McPherson at 905-813-2645.

Lobster & Chicken Fest 2004
May 15, St. John's Hall
(Port Credit)

Beyond the Tee Golf Tournament
May 18, Lionhead Golf and Country Club

For more information on this 2nd annual golf event for The Carlo Fidani Peel Regional Cancer Centre please call Steve Payne at 416-701-0220.

Governors' Cup Golf Tournament
May 26, Lakeview Golf Course
Foursomes and sponsorships are available for this annual event in support of Credit Valley.

Zonta Golf Classic
May 26, Lionhead Golf and Country Club

Women only golf tournament held in support of Breast Cancer treatment and research. Organized by three local Zonta Clubs, this event is supporting Credit Valley for the second year in a row.

Computer Technology Institute & On The Curve Golf Tournament
May 27, Eagle Ridge Golf Club
Join the 2nd Annual Making the Green Golf Tournament. Dinner at On The Curve.

DirectProtect Golf Classic
May 31, Credit Valley Golf and Country Club

Sidler Group Golf Tournament
June 14, Eagle Ridge Golf Club

OPP Highway Rangers Golf Tournament
June 15, Royal Ontario Golf Club
For information call Sargent Peggy Gamble at 416-567-9057

CVH Dragon Boat Team Races
June 19, Centre Island

CVH Receives Official POGO Status

by WENDY JOHNSON,
Director, Community Relations and
Communications

“Care closer to home” is much more than a catchphrase to the hundreds of parents and children battling paediatric cancer.

In mid November, The Credit Valley Hospital became an official Paediatric Oncology Group of Ontario (POGO) site. The designation signifies the collaboration of The Credit Valley Hospital with The Hospital of Sick Children in the treatment of paediatric oncology, following provincial standards of care set by POGO. The organization seeks to ensure access for all of Ontario’s children to well coordinated, state-of-the-art cancer care. POGO is the official source of advice to the Ministry of Health and Long-Term Care on paediatric cancer care and control. The goals of the program are to permit childhood cancer patients to receive components of their treatment in a designated centre closer to their home.

The satellite clinic means safe, efficient, thorough, and above all else, family-focused care for Credit Valley’s young patients, their parents and siblings while they try to navigate their way through days, weeks and months of cancer treatment.

Teresa Hunt lost her ten year old daughter, Rachele, to an inoperable brain tumour, in September 2001. Mrs. Hunt praised Credit Valley staff for their approach to patient care. Rachele’s intensive cancer treatment was provided at The Hospital for Sick Children, many kilometers away from the Hunt’s Georgetown home. When the Hunts learned that Credit Valley was about to become a paediatric oncology site, they moved quickly to see if some of Rachele’s treatment could be transferred there. Mrs. Hunt said “the collaboration of HSC and CVH working together to provide care for Rachele was our saving grace. Both hospitals worked closely to



In mid November, The Credit Valley Hospital became an official Paediatric Oncology Group of Ontario (POGO) site. Dignitaries participating in the event were MPP Bob Delaney (Mississauga West); Minister of Transportation Harinder Takhar (Mississauga Centre); MPP Peter Fonseca (Mississauga East); Dr. Mark Greenberg, Paediatric Oncology Group of Ontario (POGO); Deirdra Redden and daughters, Rebecca and Virginia; Wayne Fyffe, CVH president; Teresa Hunt; Dr. Pamela Coates, chief of paediatrics at CVH; Dr. Victor Blanchette, The Hospital for Sick Children.

provide a smooth transition to enable us to bring Rachele to CVH for weekly clinic visits, treatments, blood and platelet transfusions and hospital stays with only the occasional visit to HSC for follow-ups with her main oncology doctor and MRI’s when necessary. When the disease had placed Rachele at a palliative level we arrived once again at CVH where “over the top” care was provided for Rachele until her death on September 18, 2001.”

Dr. Victor Blanchette, Chief, Haematology and Oncology at The Hospital for Sick Children told the audience that every year, just under 1,200 children under the age of 18 are diagnosed with cancer. He says fortunately cancer care professionals are able to cure about three quarters of those cases. However the goal is to cure 100%.

Referring to the collaborative project between HSC and CVH, Dr. Blanchette said “the key to the success

of this project has been the unwavering commitment of the Credit Valley paediatric team and the staff as Sick Kids to see that the satellite oncology unit could and would work.”

The Credit Valley Oncology satellite began operating as a pilot project in 2000 after six years of planning and collaboration between staff at Sick Kids and Credit Valley Hospital and an active and supportive group of families from Mississauga. The shared goal and vision of both teams was to provide children from Mississauga with the best possible cancer treatment and care closer to home.

POGO’s Dr. Mark Greenberg said “The satellite program was conceived to minimize disruption to family life and to children, while assuring quality of care and the confidence of caregivers and parents. It has been very successful, thanks to the commitment of the community partners and tertiary hospitals, the

support of the Ministry of Health, ongoing education and advocacy by POGO and ultimately the satisfaction of parents. It is a great pleasure to have CVH join the ranks of the community hospitals participating in this POGO outreach program.”

Credit Valley’s Chief of Paediatrics, Dr. Pamela Coates told the audience the satellite clinic provides peace of mind for parents who are juggling the day to day complex life demands which now include not just the usual demands we are all so familiar with but also the emotional and physical toll of childhood cancer. “It is with great satisfaction that the team that has worked to make this program a reality can now claim to have even in small ways, helped to lighten this burden. I thank The Hospital for Sick Children for supporting this initiative and maintaining support for the clinical care team in their pursuit of the highest standards of clinical care, and POGO for providing the

structure to facilitate this initiative.”

The family-centred care provided at The Credit Valley Hospital has blossomed to include a family support group spearheaded by hospital’s social workers as well as a fundraising charity (COPEs – Childhood Oncology Parent Education Support Services of Canada) developed by the parents of the oncology patients. Deirdra Redden, whose seven year old daughter Virginia, is in remission from leukemia, is a fervent supporter of the Credit Valley satellite clinic. Virginia Redden is now a typical active seven year old – so active that her family has dubbed her the energizer bunny! But the seriousness of her challenge, and that of so many other young oncology patients, is no more than a photo away. Virginia is the poster child for Credit Valley’s \$50 million fundraising campaign to create space for The Carlo Fidani Peel Regional Cancer Centre and ambulatory care centre as well as the new regional maternal/child centre which will house the paediatric oncology satellite clinic.

Dignitaries attending the event included Mississauga West MPP Bob Delaney who brought congratulations on behalf of Premier Dalton McGuinty and the Minister of Health and Long-Term Care. George Smitherman. He said cancer touches everyone’s life...including those at Queens Park. He said “we hear the voices (of cancer patients) very clearly and we will do our part.”

Minister of Transportation, Harinder Takhar (MPP Mississauga Centre) said he was delighted to be able to attend the event with Mr. Delaney and parliamentary assistant to the MOHLTC, Peter Fonseca (MPP Mississauga East). “Having three MPPs out of four (in the Mississauga constituencies) says how much importance we put on this hospital. The words ‘world class right here’ truly reflect the professionalism and reputation of this hospital.”

A Guide To Safety For Young Workers

BYLINA S. DI CARLO
Manager, Occupational Health & Safety

Under the auspices of the Ministry of Labour (MOL), the Occupational Health & Safety Act (OHSA) provides the foundation for making Ontario’s workplaces safe and healthy. Through this important legislation, all workers have three key rights:

- To know the hazards in the workplace
- To participate in making the workplace safe
- To refuse unsafe work

Depending on where you work, there may be other regulations or guidelines that are applicable such as WHMIS – Workplace Hazardous Materials Information System.

In all workplaces the minimum age you must be to work is:

- 18 years – Window Cleaning
- 16 years – Construction and Logging Operations
- 15 years – Factory Operations
- 14 years – All other workplaces

If you work in a hospital there are specific requirements under the Health Care and Residential Facilities regulations and the Public Hospitals Act regarding communicable diseases

You should be oriented, trained and warned of any hazards that may be in the workplace

You must receive a Workplace Hazardous Materials Information System (WHMIS) training if you handle, work with or dispose of hazardous materials

You have the right to refuse unsafe work without fear of being fired

You must wear or use any protective equipment, devices or clothing that is required by your employer

You must not operate equipment or work in a way that may be dangerous to yourself or others in the workplace

You must report to your employer any missing, broken or defective equipment, hazards or any violation of the health & safety law that you should know about

If you have any questions or concerns regarding any hazardous tasks or the handling of hazardous materials, you should be able to call them to ensure they have received the proper information and training.

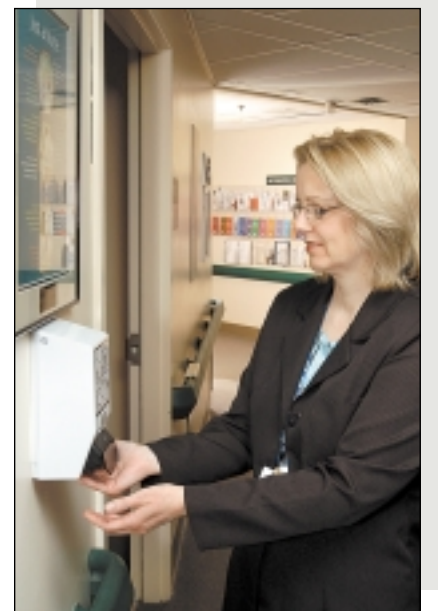
For more information you can search the following websites:

- www.yworker.com
- www.gov.on.ca/Lab/stu/facte.html

SARS: One Year Later

It’s been over a year since hospitals took unprecedented measures to combat the spread of what was first known as an unexplained respiratory illness. Severe Acute Respiratory Syndrome – SARS – virtually shut down all Toronto and GTA/905 hospitals for several weeks. It was months before hospitals relaxed visitation restrictions and still today patients and visitors are required to self screen for infection and wash their hands as they enter the hospital as well as frequently throughout their visit. Handwashing stations have been permanently installed throughout the hospital. Children 12 and under are no longer allowed to visit, only under exceptional circumstances. Reduced visiting hours have also been implemented (see also visiting guidelines on page eight).

It was a time that forever changed the way hospitals do business. It was a time that hospital employees, physicians and volunteers – who were temporarily asked to stay home – will never forget. We thank them and you our patients and visitors for remaining vigilant as well continue to do our best to fight infection.



Infection control officer Angela Jackson-Lee demonstrates the use of one of the many handwashing stations now a permanent fixture throughout the hospital.

Hospital Consortium, DataGlider And The University Of Waterloo Receive Grant

DataGlider and its consortium partners, The Credit Valley Hospital, Lakeridge Health Corporation of Oshawa, Mount Sinai Hospital of Toronto, and the Computer Systems Group at the University of Waterloo have been awarded a grant that will provide funding to research and develop 'Point of View Intelligent Middleware' technology.

The consortium partners will collaborate, research and develop an advanced system for physicians that will link data from multiple disparate back-end health systems and present the information into a personalized web-based portal 'point of view', based on physicians' unique needs and workflow.

'Point of View Intelligent Middleware' technology will provide physicians with 'snap-shot' views of combined patient information that will be accessible from a web browser or wireless device. "The improved visibility of combined patient information will improve physician decision support which in turn will enhance patient care and safety," said Dr. Don. Atkinson, Chief of Staff, Lakeridge Health, Oshawa.

Mount Sinai Hospital is looking to utilize the technology to address the challenges of information integration and simplify access for clinicians. "There is potential to apply the strategy to manage disparate information sources internally and externally," said Dr. Lynn Nagle, Senior Vice President of Technology and Knowledge Management. "Rather than pursuing the ever-elusive single system solution, it is my belief that intelligent middleware will support

clinical information integration within and between health care sectors and provide significant benefits for patient care in the very near future."

The Credit Valley Hospital became involved in the project because they were interested in a solution that would seamlessly integrate with their existing HCIS related systems, on-line knowledge tools and anticipated systems to provide a single system that will handle browser-based and mobile computing requirements. "Credit Valley was looking for a solution that could unify information from different systems and provide a universal view of patient information that would improve decision support for physicians," said Jamie Bowie, Director of Information Technology.

DataGlider will work closely with the consortium hospital partners, who will provide the healthcare expertise and the University of Waterloo's Computer Systems Group, who will provide research and expertise around highly interactive and reactive systems. "DataGlider's technology and scalable architecture can deliver on our Hospital Partners' vision to provide a complete system that overcomes silos of information and uses a horizontal approach to seamlessly integrate data into a single view," said David Lewis, Director of Marketing, DataGlider. He explains, "We will also be working in real-time to existing information systems, rather than relying on a replicated database of clinical information and we will be using context management to ensure better security and patient safety."



Carol Nelson, RN and Dr. Eric Letovsky, chief of emergency medicine review a patient's progress through the emergency department using the new ER colour-coded tracking system.

Another First At Credit Valley Hospital

Images of ET's extended index finger lighting up as it telepathically "calls home" come to mind as Credit Valley implements its state of the art, ER patient tracking system. All it takes is the touch of the caregiver's index finger to one of two large LCD screens to view a patient's progress through the emergency department. The two touch screen monitors are utilized by the ER docs only for ease of use/expediency when they "sign up" for patients. The real advantage is that the tracking monitor can be displayed on any PC in the department... an advantage in an emergency department with four separate and distinct care centres.

The system is colour coded so physicians and nurses can easily tell when a patient's lab results are available. Carol Nelson, the ER nurse responsible for implementation says "once an order for lab work is

entered into the tracking system, the lab indicator is colour coded as fuschia. When the lab receives the specimens, the indicator will turn blue. Once the results are available, the indicator will turn green. And that's how we know the result is ready for review." A similar color coded indicator system alerts the clinician when chest x-rays have been ordered and have been taken. Other radiological exams will soon be incorporated.

The system is integrated with "patient care inquiry" which includes the patient's health record and other pertinent information on the Meditech computer system.

Credit Valley is the first Meditech site to go live with Meditech's EDM module. The system is activated the moment a patient presents to the triage nurse and continues until the patient is discharged from the ER.

Nursing Receives Financial Boost

by MARG BACHLE,
Vice President, Nursing

I am pleased that the Ministry of Health and Long-Term Care has recently provided special funding to the nursing division at CVH. We received \$296,000 to purchase 65 overhead lifting devices, 20 patient slides and eight portable lifting devices. These devices assist nurses to effectively and smoothly transfer patients from bed to chair/stretchers or vice versa, as well; the potential for musculoskeletal injuries to nurses is reduced significantly.

In addition, the nursing division received \$1,015,800. Half of this, \$509,700, was a one time grant. Its goal was to improve the working environment and educational opportunities for nurses.

The other half of this money was to increase the

number of full-time nurses working in the hospital. Currently 70 per cent of the hours worked by RNs and RPNs are done by those working full-time. Another purpose for this money is to provide new graduate nurses with employment and to offer them an internship program to help facilitate their transition from the role of student to nurse.

The implementation of these plans will help retain staff and will assist the nursing division to continue to readily attract new staff as the hospital grows in size and programs.

The nursing division thanks the Ministry of Health and Long-Term Care for this funding. As a result, this nursing division will maintain its commitment to its goal of continually improving the quality of care and service it provides first to its patients and then to its staff.

Emergency Services Personnel Working Together For Our Patients

by BARBRA MARTIN
Director, Social Work

"A stranger in a strange land".....that's what it feels like to walk into the offices of the Peel Regional Police, 11 Division. I know, because I, and several of my colleagues spent five afternoons there during February and March of this year, all in the name of "good will".

We were greeted by a cadre of officers carrying guns and other assorted equipment and escorted through locked doors into an official looking meeting room. This must be how newly recruited police officers feel when they enter our world. The Emergency Department is similarly bustling with official looking personnel, who have their own uniforms, language and frightening equipment.

In the fall of 1999, during a discussion with the Peel Police Community Liaison Officer, the need for better communication, an appreciation of our respective organizational limitations and a clearer understanding of

how to work together was identified. As a result, the Good Will Tour was conceived. The notion of improving our working relationship was not only endorsed by senior hospital management and senior police officials, it was embraced.

The interface between health care workers and the police is strong, especially in the emergency department. On any given day or night you will find police cruisers parked in front of the hospital. You may be surprised at how frequently our professional paths cross. Police officers escort or accompany a variety of individuals to our ER, who may require medical assessment and treatment, such as victims of violence, car accidents, those suffering from a mental health disorder and 'the criminal element' to name a few. Occasionally, officers who are wounded while on duty will become our patients.

During the first tour we were invited to address all the front line officers at their weekly parade (aka staff meeting). Issues of mutual concern were identified, problems

and issues discussed and corrective measures implemented or tabled for future consideration.

Last fall, I was approached by Todd Leach, Community Liaison Officer, Peel Police. He was looking for an opportunity for mutual education, dialogue and problem solving. Once again, the CVH response was enthusiastic and the Good Will Tour revival was planned for February-March of this year.

The health care environment experiences significant personnel turnover. Not surprisingly, this phenomenon is replicated by the police force. Since 1999, 500 new officers have joined the ranks. Educational opportunities abounded - for both groups.

With the support and assistance of Dr. Eric Letovsky, chief of emergency medicine and Dr. Marino Battigelli, chief of psychiatry and several of their department physicians, along with Janet Cadigan, nurse manager of the emergency department and Louise Balian, nurse manager for 2D inpatient psychiatry, we formed a travelling team.

Each week for five weeks, we met at 11

Division to engage in candid and lively discussion about how to work better together. A protocol was developed, arising from the agreed upon resolutions and commitments.

Decisions were made addressing such issues as when, where and how to triage those escorted to the Emergency Room by police; the transfer of care from police to ER personnel, treatment decisions, information sharing, confidentiality, and key communication contacts.

The feedback and outcomes from these sessions has been decidedly positive. Both organizations would agree that through this exercise our goals were not only realized, but are sustainable. The Good Will Tour solidified our good will and built a stronger partnership.

However, the best outcome of all is the enhancement of timely, compassionate and quality care for the patients of CVH, and isn't that what we're all about!

Credit Valley Hospital's Visiting Guidelines

We believe that visiting is therapeutic for patients and assists in their recovery, treatment or provides support.

Credit Valley's visiting hours are flexible enough to conform, where possible and appropriate, to the patient's individual needs and wishes.

Visiting is based on patient needs, physical, emotional, language, spiritual and cultural and those needs of other patients in the room. This discussion will take place on admission to the

nursing unit with the patient and/or family representative.

Some nursing units (ICU/CCU, SCN, 1C, 1D, 2D and 3C) have specific visiting restrictions due to treatment plans. Please speak with coordinating nurse on the unit.

Parents are encouraged not to bring their children to the hospital because of the risk to the children's health and safety.

Visiting by children 12 and under will only be allowed on inpatient units where children are

members of the immediate family and/or their visit is therapeutic for the patient. In these instances, children must be supervised by an adult over 18 years throughout their visit.

Interpreter personnel are available on a 24-hour basis from telecommunication services. AT and T language line is also available.

Visiting Policy

- 2:00 p.m. to 8:30 p.m.
- Children 12 and under are not permitted
- Two visitors per patient at a time.

If you feel at all unwell, please do not visit. This will help to protect our patients and staff from contracting any germs you may have.

Everyone must self-screen for infectious diseases when they enter the hospital.

Everyone must wash their hands when they enter the hospital and upon entry to the nursing units. This will help us to decrease the spread of germs throughout the hospital.

Visitors may be asked to leave the room while treatment, tests or care is given.

Other Important Reminders

Power off all cell phones while in hospital.

Latex balloons can cause severe allergies and are not permitted in the hospital.

The hospital does not accept responsibility for a patient's personal items and valuables. A safety deposit box is available at the cashiers desk or ask your nurse to call security.

Outpatient Appointments

Adult patients are encouraged to select one support person to accompany them to their outpatient appointment. Where others are integral to meet the patient's physical, emotional, language, spiritual and cultural needs, exceptions may be made. This discussion will take place with the patient or family representative and a member of the multidisciplinary team.

Children 12 or under will not be allowed to accompany outpatients to their appointments unless they are supervised by an adult over 18 years of age. However, it is strongly recommended that whenever possible, children not come to hospital for this purpose.

Support persons will wait in waiting areas while patients are receiving their tests etc. unless it is necessary for patient support.

Paediatric patients may be accompanied by one or both parents/guardians to their outpatient appointments.

Emergency Department Support

One support person will be permitted to accompany each emergency department patient. Children 18 and under may have both parents/guardians to accompany them.

Patients in the emergency department who are awaiting admission to a nursing unit will have one visitor between 2:00 p.m. and 8:30 p.m. (regular visiting hours).



Thank-You CVH Volunteers

Did you know that Credit Valley's student and adult volunteers contributed more than 71,000 hours of their time to support patient care last year?

Why do they do it? We asked four of our volunteers....

For the last two years Archana Gopal (seated) has volunteered in the patient library, rehabilitation, information desk health records, emergency department and paediatrics. She wants to become a paediatrician and her work here has given her a real appreciation for the patients she hopes to serve in her professional career.

Christine Pontet (left) has been a volunteer at CVH for nine years, most recently as the Gift Shop manager. She does this while holding down a part-time job. She says she loves her work with her fellow Gift Shop volunteers!

Jessie Solarski's friend enticed her to

become a volunteer at CVH. Jesse works in palliative care supporting families who are traveling through an end of life journey with their loved one. She finds the work rewarding...so much so that she volunteers in other patient areas as well.

You might recognize Doug Anderson if you shop at the Dominion store at Creditview and Eglinton Avenues in Mississauga. He's there every day collecting grocery tapes from customers. He raised more than \$200,000 through Dominion's grocery tape support of CVH. Doug also volunteers on a weekly basis delivering hospital mail.

To all our student and adult volunteers like Archana, Christine, Jessie and Doug, thank you for

your compassion and dedication to our patients, staff and physicians.

You are truly world class!



Fox 40 To The Rescue

Credit Valley disconnected its telephone lines overnight, Saturday, April 17th in order to upgrade and relocate its telephone system. Each department and nursing unit was equipped with a special telephone line for emergency use only. As part of its emergency preparedness, the hospital went low-tech in order to maintain its high-tech care.

With the assistance of Fox 40, the makers of the now famous Fox 40 whistle, each employee in every department and nursing unit, was equipped with a whistle to be used in the event of an emergency to get the attention of a co-worker who might be in another patient room, or down the hall. In that way the co-worker would be alerted to a problem and quickly run to assist, or call for help using one of the temporary telephone lines.

Fox 40's marketing and communications manager, Michele O'Keefe was pleased to provide the whistles to the hospital's emergency measures coordinator, Sharon Hodges. The Fox 40 whistle is "pealless". It can generate a penetrating 115 decibel sound blast which can be heard up to a mile away.

The Fox 40 whistle was designed by retired football player turned basketball referee, Ron Foxcroft of Hamilton, who was frequently let down by whistles with peas that failed to sound. The Fox 40 whistle has been used to support rescue personnel during the Oklahoma Bombing Disaster, the San Francisco earthquake and was part of the survival kit for allied soldiers during the 1992 Gulf War.

An Evening of Good Food, Dancing, Fun & Fellowship
ROTARY CLUB OF MISSISSAUGA WEST

2004 LOBSTER FEST All You Can Eat

Lobster Plus:
Salads • Buns • Coffee
Cash Bar • Dancing • Live Music • Raffle & Door Prizes

SATURDAY, MAY 15, 2004
Proceeds to go to Credit Valley Hospital

Location: St. John's Hall, 2185 Stavebank Rd. Mississauga
Cocktails 5:00pm, Serving at 6:30pm

Price: \$ 65 per ticket

Contact: Kris: 905-897-8944 or Ellen: 416-410-5888