

# THE REPORTER

RUNNYMEDE  
HEALTHCARE CENTRE

NEWSLETTER

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## RUNNYMEDE HEALTHCARE CENTRE RECEIVES \$6.27 MILLION IN FUNDING TO OPEN REMAINING BEDS



Connie Dejak, RHC President & CEO

On July 14, 2011, the Ministry of Health and Long-Term Care announced an additional \$6.27M in operational funding for Runnymede Healthcare Centre (RHC). This recent investment from the provincial government will enable the hospital to open new Patient Care Units bringing the total capacity to 200 beds.

"This announcement has placed RHC at the forefront of meeting the needs of those requiring our specialized services," said Connie Dejak, RHC President & CEO. "The funding received will allow our hospital to open much needed Complex Continuing Care beds and provide an enhanced level of care. Increased capacity will also alleviate system pressures by working with health service providers to reduce hospital wait times and allow access to hospital services when needed."

With the fight to keep the hospital open and transformation complete, RHC can focus on utilizing the increased capacity that the Hospital has benefited from as a result of the new building. Officially opened in December 2010, RHC is now more than double in size with the number of beds increasing from 95 to 200. The resulting outcome is the ability to meet a greater range of patient needs.

When the new hospital opened in December 2010 it was still operating at a capacity of 95. Subsequent support from the provincial government allowed 38 new beds to open in April 2011, increasing the capacity to 133. With this funding announcement RHC will be able to admit patients to full capacity and fill all remaining beds.

Offering a community perspective Laura Albanese, MPP York South-Weston who made the announcement remarked "with the support of the Ontario government, RHC will be better equipped to offer the specialized treatment and care they are known for. This additional funding will help provide better care and services to the local community."

RHC has a rich history of expertise in the care of individuals who require complex continuing care. With a growing population and ever increasing pressures on Ontario's hospitals, the interprofessional team at RHC is eager to admit patients in need of the specialized care they can provide. In turn this can free up acute care beds and helps to alleviate demands on our health-care system.

For more information please contact [communications@runnymedehc.ca](mailto:communications@runnymedehc.ca).

## IN THIS ISSUE...

### iCare Gala

Find out more about RHC's upcoming iCare Gala on Page 2

### National Nursing Week

Runnymede celebrates National Nursing Week on Page 4 - 5

### Celebrate Physiotherapy

Find out how RHC celebrated National Physiotherapy Month and learn more about Physiotherapy on Page 7

# ICARE GALA

The 2<sup>nd</sup> Runnymede Healthcare Centre (RHC) iCARE Gala will be held on November 17<sup>th</sup> 2011. Presented by The Sovereign Order of Saint John of Jerusalem, Knights of Malta, The Hereditary Order, the gala will raise funds in support of patient care at our hospital.

Canadian Actor and Singing Legend Michael Burgess, best known for his role in the Toronto production of Les Miserable, will headline our celebration at the beautiful Bellvue Manor in Vaughan.

This will be the hospital's 2<sup>nd</sup> iCARE Gala and promises to be a night full of great food, entertainment and excitement. With a live auction, raffle and your support we are confident that this event will be as successful as the first which raised over \$300,000 to support patient care at RHC.

Please help us to continue making a difference in the day-to-day lives of patients who need it most, by sponsoring our Gala. The funds raised will be used to support patient programs so that we can continue to offer leading edge medical, nursing and therapeutic care, thereby providing more Ontarians with the ability to reach their maximum functional potential.

For more information, please contact [communications@runnymedehc.ca](mailto:communications@runnymedehc.ca)



## NEW PATIENT RELATIONS PROCESS

On June 22, 2011, an overview of the Patient Relations Management of Complaints and Concerns process was addressed at the Patient Family Council Meeting. This is an open meeting held every two months at the hospital.

The process is an avenue for patients, families and visitors to provide their compliments and concerns in respect to the hospital care.

RHC staff will attempt to resolve any concerns that come to their attention immediately on the spot, within the authority and ability of their position and consulting their supervisor as needed. Should the issue remain unresolved; staff will assist the complainant in filling out the appropriate form. These are located in the hospital cafeteria, at the hospital reception desk or online at [www.runnymedehc.ca](http://www.runnymedehc.ca).

Compliments that are received will be communicated to the appropriate department manager, who will share the information with their staff as appropriate.

All feedback will be taken seriously and responded to in a fair and timely manner. We will also continue to use the feedback and suggestions to guide us in our commitment to ongoing quality improvement.

Forms should be completed, sealed in the envelope provided and placed in the Complaints and Concerns drop off box located at the main reception. Compliments and concerns that are received in writing, but not documented will be treated in the same manner as a Compliments and Concerns form.

# RUNNYMEDE HEALTHCARE CENTRE LAUNCHES STRATEGIC PLAN 2011-2014



Runnymede Healthcare Centre  
Strategic Directions 2011-2014

At Runnymede Healthcare Centre (RHC) we recently launched our Strategic Plan 2011-2014.

Finalized by our Board of Directors following many rounds of consultation with all of our key stakeholders, this plan will guide the hospital towards its vision of Leading the Way in Specialized Complex Continuing Care.

Over the next three years, RHC will focus on the three strategic directions outlined in the plan: *Operational Excellence, Growth and Relationships*. At the same time we will ensure that our rich history and culture of excel-

lence, respect, quality, and accountability are integrated into the journey of progress.

For more information, please contact [communications@runnymedehc.ca](mailto:communications@runnymedehc.ca).



Connie Dejak, RHC President & CEO launches the hospital's Strategic Plan 2011-2014 at a Townhall meeting

## RHC HOLDS OPEN HOUSE FOR TORONTO HOSPITALS

Runnymede Healthcare Centre (RHC) welcomed visitors from St. Michael's, Toronto General and Toronto Western Hospitals during June and July 2011 to foster relationships, enhance partnerships and build awareness of our expanded capacity within the healthcare community.

Members of the RHC interprofessional team provided attendees, including Senior Team Members, Discharge Planners, Patient Flow Coordinators, Social Workers and Managers from the large Acute Care hospitals with a tour of the facility and an overview of the programs and services on offer at RHC.



RHC's Open House with visitors from St. Michael's Hospital

## FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FIPPA)

On January 1, 2012 all Ontario hospitals will become subject to the Freedom of Information and Protection of Privacy Act (FIPPA). This purpose of this act is to provide access to information under the control of an organization. As a result hospitals will be required to:

1. Provide access to internal information, and
2. Protect the privacy of individuals with respect to their personal information that is under control of the hospital.

At Runnymede Healthcare Centre we welcome this Act which will serve to enhance the publics' confidence in publicly funded organizations and demonstrate our ongoing commitment to accountability and transparency.



# NATIONAL NURSING WEEK



## HISTORY OF NATIONAL NURSING WEEK

**1971** The International Council of Nurses (ICN) designated May 12<sup>th</sup>, Florence Nightingale's birthday, International Nurses Day.

**1985** Canadian Nursing Association (CNA) passed a resolution and began negotiations with the federal government to explore having the week including May 12 proclaimed as National Nurses Week (NNW).

A few months later, in recognition of the dedication and achievements of the nursing profession, the Minister of Health at the time proclaimed the second week of May as NNW.

**1993** National Nurses Week name was changed to National Nursing Week to emphasize the profession's accomplishments as a discipline.

The purpose of NNW is to increase awareness among the public, policymakers and governments of the many contribution that nurses make to the well-being of Canadians.

It is also an opportunity to educate Canadians about health issues and provide information they need to make informed decisions about their health. Finally NNW promotes the role of the nurse.

May 9-15<sup>th</sup> was National Nursing Week, an opportunity to recognize and honour our nurses and the commitment and contribution they make to patient care within our hospital and the broader community. This year's theme, *Nursing – the health of our nation*, encourages the public to consider the contribution of nursing care in building a healthy society.

Connie Dejak, President and Chief Executive Officer kicked off the festivities with a thank you on behalf of our patients, families, staff and volunteers. "National Nursing Week is a time for us to consider the positive impact that nursing care has on the lives of our patients here at Runnymede Healthcare Centre (RHC). In collaboration with other members of the interprofessional team, nurses ensure the treatment, and safety of our chronically ill patients. The care they provide is vital and our patients and their families rely on them to manage their health on a daily basis."

The remarkable nurses at RHC are an integral part of the hospital's interprofessional team. They not only provide the much needed care to our patients they support patient families and caregivers through difficult times.

A variety of activities were scheduled to celebrate this occasion including a daily 5-minute Stop, Drop & Stretch and Walk-a-Thon, daily nursing quiz, blood pressure clinic, relaxation techniques and our annual talent show for staff entitled: Runnymede's Got Talent!

## National Nursing Week May 9th - 15th



Nurses celebrating National Nursing Week at RHC with Connie Dejak, President and CEO; Lisa Dess, VP of Clinical Programs; Helen Lampi, Chief Nursing Executive; Charmaine Thompson, Patient Care Manager Days; and Margaret Leduc, Patient Care Manager Evenings

## National Nursing Week Activities at Runnymede Healthcare Centre

### Guest Speaker: Karen Ellis-Scharfenberg, RNAO



Karen Ellis-Scharfenberg, Associate Director of the Registered Nurses Association of Ontario's (RNAO) Centre for Professional Nursing Excellence, joined the celebration on May 11<sup>th</sup>. She provided a presentation on this year's theme to encourage staff to consider the contribution of nursing care in building a healthy society.

### Blood Pressure Clinic

Runnymede Healthcare Centre also opened their doors to the community and hosted a Blood Pressure Clinic to promote healthy living during National Nursing Week.



### Daily 5 - minute Stop, Drop & Stretch Sessions



**Thank You** We would like to take this opportunity to thank the local retailers and organizations that showed their support for our nurses through their kind donations. Because of you we were able to come together as a community and recognize this determined and inspiring group of healthcare professionals including: The Art Gallery of Ontario, Chapters, The Flower Room, Medieval Times, Metro, Mint Laser Clinic & Skin Care, The National Ballet of Canada, Racer Sportif, Retrofit Pilates, Starbucks and Tim Hortons.

**Gracias**



## CELEBRATING PHYSIOTHERAPY

National Physiotherapy Month is a celebration of the vast range of rehabilitative and health management services that Physiotherapists provide to promote health and wellness and prevent injury for Canadians.

Physiotherapists have expert knowledge in how the body works and techniques to help diagnose, treat and enhance a patient's well-being.

To celebrate, recognize and raise awareness the Physiotherapy Team at the hospital hosted their 5<sup>th</sup> Annual Step



RHC staff members that took part in the 5<sup>th</sup> Annual Step Challenge Plus

Challenge to promote healthy living, physical activity and a healthy diet.

Staff at the hospital assemble into inter-professional teams of 6. The challenge lasts 15 days and rotating through the team 1 person is designated to each day. On their designated days that person must walk at least 10,000 steps with a pedometer, eat 7-10 servings of fruits or vegetables and consume 2 to 3 servings of milk or alternatives. If they manage this they can move one place along on the results board. The teams that completed this for all 15 days were then entered into a draw for the winning prize.

Why 10,000 steps a day, 7-10 servings of fruit or veggies and 2-3 servings of milk? Walking is a healthy weight-bearing exercise that can provide a total body workout. Research shows that taking 10,000 steps a day with a healthy diet will achieve optimal health benefits for Canadians.



RHC's Physiotherapy Team with Lisa Dess, VP, Clinical Programs, at the 5<sup>th</sup> Annual Step Challenge Plus Opening Ceremony.

Cardiovascular activities including walking help fight obesity, heart disease, arthritis and osteoporosis.

We would like to take this opportunity to thank the local retailers and organizations that showed their support for our physiotherapists through their kind donations. Because of you we were able to come together as a community and recognize this determined and inspiring group of healthcare professionals including: Blacks, Book City, Moksha Yoga, New Balance, Retrofit Pilates and Tim Hortons.



# focus

## ON PHYSIOTHERAPY

### What is a Physiotherapist?

Physiotherapists have in-depth knowledge of how the body works with specialized hands-on clinical skills to assess, diagnose and treat symptoms of illness, injury or disability. Physiotherapy helps to maintain and maximizes the patient's strength, function, movement and overall well-being through personalized therapeutic exercises and essential education about the body.

### What specifically do you do with Runnymede patients?

The RHC Physiotherapy Team works together with patients to develop individualized goals and treatment plans. A patient's treatment program may involve working to maintain or improve several areas including: walking, transfers (i.e., getting from the bed to the chair or to the toilet), balance, bed mobility, strength, range of motion of joints, pain, skin integrity, exercise tolerance, and respiratory status.

### How does Physiotherapy benefit patients?

Physiotherapy helps patients to maximize their mobility, reduce pain and improve quality of life. For many RHC patients, physiotherapy is the key to restoring and maintaining a level of physical function that permits independent living.

### What do you like most about your job?

"I enjoy working directly with patients, motivating them to work hard and problem solving to figure out how to help them achieve his or her goals." ~ Sarah Johnson, Physiotherapist

"What I enjoy most about my job is that the patients and families are great to work with. Increased mobility is so important to the patients, that it motivates me to work harder to help them to achieve their goals and improve their quality life."

~ LaVerne Edwards, Physiotherapist

"What I like most about my job is that I know I can make a difference. I like that I can bring a smile to a patient's face and build up the hope that they can enjoy their life. I was born to do this job." ~ Teresa Gorajek, Physiotherapist

## SPEECH AND HEARING AWARENESS MONTH IN MAY

More than 5,500 members from the Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA) Canada took part in Speech and Hearing Awareness Month in May.

The Speech-Language Pathology team at RHC did their part in raising awareness about communication disorders. The aim was to encourage detection and prevention of communication disorders and increase the public's sensitivity to the challenges faced by individuals experiencing them. RHC welcomed the hearing aid provider, ListenUp Canada!, as they presented an educational session about hearing health and conducted hearing screenings for RHC staff members.



RHC Staff at the Speech and Hearing Awareness Event



(Left to Right) Michelle Hawryluk, Allied Health Manager; Monique Fourcaudot, Speech-Language Pathologist; Fiona Bellefeuille, Clinical Dietitian; Sonia Miceli, Audiologist, ListenUp! Canada; and Lisa Dreher, Communicative Disorder Technician



Hearing Screenings with ListenUp! Canada

RHC's Speech-Language Pathology team work collaboratively to improve and maintain patient's speech and language abilities through individual or group therapy. The department runs cognitive-communication groups of different levels and a current events group on a weekly basis as well as an interprofessional music therapy program in partnership with RHC's Activation team.

## IT TAKES A COMMUNITY TO CARE RUNNYMEDE HEALTHCARE CENTRE 2010 | 2011 ANNUAL REPORT



The past year has been a remarkable one for Runnymede Healthcare Centre (RHC) and the report's theme "It Takes A Community To Care" articulates our thoughts about how we've achieved our unbelievable progress – as a community.

Our success couldn't have been accomplished without the support from donors, volunteers, community partners and other health services providers. It's your commitment, dedication and belief in what we do that have helped us to achieve our goal of excellence.

The 2010-2011 Annual Reports provides a snapshot of our hospital and some of the highlights of the last year and we hope that you enjoy it. Please visit [www.runnymedehc.ca](http://www.runnymedehc.ca) for an online copy of the report or contact [communications@runnymedehc.ca](mailto:communications@runnymedehc.ca) for a hard copy.



## EMPLOYMENT

*“Outstanding Care starts with Outstanding People”*

**Runnymede Healthcare Centre is recruiting for the following positions:**

**REGISTERED NURSE (RN)** in collaboration with the interprofessional team will deliver care and treatment to acute and clinically unpredictable patients

**REGISTERED PRACTICAL NURSE (RPN)** in collaboration with the interprofessional team, will deliver care and treatment to stable, non-acute patients whose care needs are well defined and established and have predictable outcomes and manageable responses.

**The hospital offers competitive compensation in a dedicated professional environment.**


If you have any questions on a specific job opportunity or have a general question about working at Runnymede Healthcare Centre, please call the **Human Resources Department at 416- 762-7316 ext. 2102.**

## UPCOMING EVENTS @ RUNNYMEDE

October Occupational Therapy Month	October 10 <sup>th</sup> Thanksgiving	October 26 <sup>th</sup> Patient Family Council Meeting
October 31 <sup>st</sup> Halloween	November 11 <sup>th</sup> Remembrance Day	November 17 <sup>th</sup> iCare Gala

SOVEREIGN ORDER OF SAINT JOHN OF JERUSALEM,  
KNIGHTS OF MALTA, THE HEREDITARY ORDER  
IS PROUD TO PRESENT

THE 2ND ICARE GALA



SAVE THE DATE

DATE: Thursday, November 17, 2011  
LOCATION: Bellevue Manor  
8083 Jane Street, Vaughan

For more information and to purchase tickets,  
please contact Julie Hiroz at 416.762.7316 ext. 2681 or  
julie.hiroz@runnymedeche.ca

RUNNYMEDE  
HEALTHCARE CENTRE

## JAVA ESPRESSO

Visit Java Espresso, Runnymede Healthcare Centre’s specialty café, today for a delicious cup of espresso, cappuccino or iced coffee. Java Espresso is open Monday to Friday, 3:00 to 6:00 p.m. and located beside volunteer services on the 1st Floor of the hospital.



## SUPPLY CHAIN MANAGEMENT (SCM) SERVICES AT RUNNYMEDE HEALTHCARE CENTRE

Supply Chain Management services at Runnymede Healthcare Centre (RHC) are now exclusively performed by Shared Services West (SSW) a non-profit shared service provider. In this role SSW will support all activities related to sourcing, contracting, purchasing and logistics. The goal is to provide the best value, improve quality of services and facilitate the reallocation of resources to direct patient care.

“As a publicly funded hospital we are always looking for ways to enhance our efficiency and provide quality and value to our patients and Ontarians. SSW will support us in realizing those goals by ensuring we meet the requirements of Ontario’s Broader Public Sector Accountability Act and helping us to get the best return on our investment by centralizing our supply chain operations,” says Connie Dejak, President and CEO of Runnymede Healthcare Centre.

SSW blend on-site hospital support with a centralized staffing model to maintain a customer focus. This helps organizations to realize operating efficiencies and streamline operating practices. For more information please visit [www.ssw.ca](http://www.ssw.ca).