

THE REPORTER



A Runnymede patient explores a new virtual reality research project spearheaded by the hospital in partnership with University Health Network's OpenLab.

VR research a reality at Runnymede

VIRTUAL REALITY (VR) is coming to patients at Runnymede Healthcare Centre. In the months ahead the hospital will be partnering with OpenLab, a design and innovation centre at the University Health Network to embark on its first ever research project, using immersive VR.

OpenLab's pilot project, VRx, explores and evaluates the potential benefits of using VR with various patient populations. The VRx prototype is a series of short, immersive 360 degree films designed to provide a calming experience for participating patients. Exposing patients to VR could elicit buried memories that have been previously forgotten, and may also offer a virtual vehicle that can move patients beyond the walls of the hospital or confines of a bed.

[continued on pg. 2]

IN THIS ISSUE:

Celebrating Black History Month at Runnymede [pg. 2]

Registered dietitians support patients' unique challenges [pg. 3]

Life-saving rehab care [pg. 4]

Accreditation 101 [pg. 5]

Values in Action Award [pg. 6]

Continuing education: key to addressing patient needs [pg. 7]

We make it possible.

continued from pg. 1...

At Runnymede, the activation and communications departments will be collaborating with OpenLab to use the immersive VR technology with patients at the hospital and then evaluate any benefits that are observed. "We're very excited to have the opportunity to participate in this leading edge research project at Runnymede," says Julie Hiroz, Director, Communications at Runnymede. "Implementing new patient-centred initiatives that help enhance the patient experience is a key priority for everyone at the hospital, and we are hopeful that this new research partnership with OpenLab will have a variety of benefits for our patients."

As Runnymede moves forward with its first research project, it is cementing its position as a healthcare leader and demonstrating an ongoing commitment to its patients by leveraging new technologies that will heighten their experience at the hospital and raise the bar on the quality of care. "Participating in the VRx project with OpenLab is a turning point for Runnymede, and we can't wait to see what the use of VR could mean for our patients," says Hiroz.

Celebrating Black History Month at Runnymede

CELEBRATING BLACK HISTORY MONTH is a long-standing tradition at Runnymede Healthcare Centre. For the past 14 years, staff have come together to reflect upon all the important contributions that the black community has made throughout history and what these have meant for each and every one of us.

On Feb. 9, 2017, Arif Virani, Member of Parliament for Parkdale-High Park and Parliamentary Secretary for Multiculturalism, joined President and CEO, Connie Dejak, to deliver remarks at this year's celebration. Mr. Virani's moving speech highlighted the importance of celebrating Black History Month and its significance for Canadians, followed by a video in which Runnymede staff were given the opportunity to describe what Black History Month means to them.

Once speeches came to a close, Runnymede staff were entertained by the steel drum music of Jerry Jerome and the Cardells, while eating a delicious Caribbean-inspired lunch prepared by La-toya Fagon of Twist Catering. A new feature of this year's celebration was a visiting exhibit generously loaned by Toronto's International African Inventors Museum, highlighting the



Arif Virani, MP Parkdale-High Park and Parliamentary Secretary for Multiculturalism joins Runnymede staff to celebrate Black History Month on Feb. 9, 2017.

achievements that have been made by members of the black community in medicine and science, which was very profound for Runnymede staff.

"Taking the time to reflect upon and celebrate the contributions of the black community is a very special tradition for Runnymede, and one that we plan to continue for many years to come," says Connie Dejak, President and CEO of Runnymede. "The achievements of the black community are so important, and have ultimately shaped Canada into the proud and diverse nation that it is today."

Clinical RDs support patients' unique challenges

Identifying and treating patients' nutritional deficiencies is a key function of the clinical registered dietitians (RDs).

Utilizing their knowledge of physiology, biology and chemistry, they create customized nutrition care plans that rebuild strength so patients can get the most from their rehabilitation.

Areas of focus for clinical RDs at Runnymede, based on the hospital's patient population, are highlighted below:



Bone health:

Strong muscles and bones are vital for rehabilitation and falls prevention so nutrition plans are designed to enhance bone health, when needed



Wound care:

By physically assessing wounds, clinical RDs determine if patients have unmet nutritional needs for wound healing, and adjust treatment plans accordingly



Diabetes management:

Clinical RDs at Runnymede have obtained certification as diabetes educators and assist with management of the disease



Oral diets:

Clinical RDs collaborate with speech-language pathologists to safely transition complex patients with a limited ability to swallow from feeding tube back to an oral diet if possible



Simplify eating:

Patients with neurological diagnoses often have difficulty using utensils so clinical RDs at Runnymede worked with the food services department to develop a finger food diet

Life-saving rehab care



Runnymede staff provide medical supervision to LTLD Rehab patients who are at risk of serious post-operative complications.

TWENTY PER CENT of seniors who break a hip die within a year due to post-operative complications, according to the Public Health Agency of Canada. Runnymede Healthcare Centre addresses this serious health risk to Ontario's seniors by providing a safe bridge to home through the Low Tolerance Long Duration Rehabilitation (LTLD Rehab) program. For 75-year-old Luisa Soares, the specialized level of care Runnymede provides wasn't just essential to her recovery – it was life-saving.

In the summer of 2016, Soares fell in the garden of her Mississauga home, breaking her hip and fracturing her wrist. The independence that the 75-year-old had enjoyed her entire life was suddenly thrown into uncertainty. After her fractures were surgically treated in an acute care hospital, Soares was admitted to Runnymede's LTLD Rehab program in July, 2016.

"At first, Luisa seemed like the ideal rehab patient," said Elisabeth Despres, Runnymede's professional practice leader – allied health and

pharmacy. "Although she couldn't stand or walk due to her injury, our team was confident that we would meet her goal of returning home within a few weeks."

After making strong gains early in her recovery, Soares reported feeling dizzy and drowsy. "We were alarmed because we thought it could be a symptom of a bigger problem," said Van Nguyen, physician assistant at Runnymede. "The formation of blood clots in the major blood vessel in the lungs is a common post-operative complication, which is potentially life-threatening because they block blood flow to the lung."

Working closely with acute care partners, Runnymede staff helped to diagnose Luisa's condition. A CT scan confirmed the presence of blood clots, and after one week of acute treatment, the severity of Soares' symptoms subsided and she was readmitted to Runnymede.

On readmission, Soares was like an entirely new patient. "Her condition was very serious so we monitored her carefully and helped her stabilize," said Nguyen. "Our focus was on getting Luisa well enough to resume her rehab."

The physiotherapy and occupational therapy teams' focus shifted to meet Soares' new challenges. "Luisa couldn't tolerate the same level of rehab as before, so we worked with her to set new goals," said Despres. "We had to go back a few steps and work on simpler things, like getting out of bed."

For Soares, the extended rehabilitation and continuous medical supervision provided by Runnymede paid off. Three months after her injury, she was back at home and had resumed her independence. Prior to her discharge, the physiotherapy team made arrangements with a healthcare facility near Soares's home to ensure she would get the necessary follow-up treatment in her community - as a matter of fact, she even drives herself to get there.

ACCREDITATION 101

Runnymede is embarking on a journey to demonstrate excellence in quality and safety through the Accreditation Canada survey process which will take place at the hospital in June 2018.



100%

Runnymede was assessed against 534 standards in 2013 and 100% were met

30%

30% of healthcare organizations achieved exemplary standing in 2011



Accreditation is taking place....



Why is Accreditation important?



Accreditation helps healthcare organizations improve quality and safety by shining a light on processes that work well, and those that need more attention. The result? Safe, high quality patient centred care.



Accreditation creates stronger teams by improving communication and collaboration, and promoting learning around leading practices. The result? More effective teams and better care outcomes for our patients.

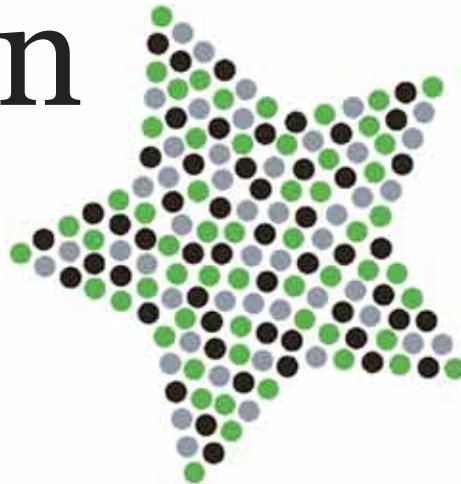


Accreditation demonstrates our commitment to quality, safety, and accountability. The result? Greater public confidence in our hospital.



We make it possible.

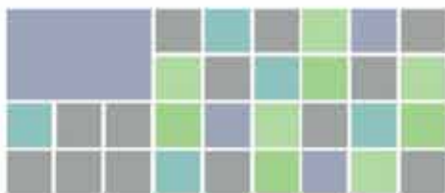
Values in Action Award



The Values in Action award builds on the positive workplace culture that already exists at Runnymede. It acknowledges staff members who demonstrate an outstanding commitment to our ICARE values and go above and beyond the call of duty in a demanding and sometimes challenging healthcare environment.

ICARE

integrity
compassion
accountability
respect
excellence



Wall display

In 2015, the hospital unveiled a wall display dedicated to highlighting all past, current and future recipients of the Values in Action Award.



44

Total number of nominations received in 2017



128%

Increase in nominations received from 2015 to 2017

2012

Jean Forbes
Lydia Henry-Ducass
Susan Roberts
Deloris Wallace

2013

LaVerne Edwards
Julie Hiroz
Paula Kilkenny
Julia Kubik
Diana Morris

2014

Elisabeth Despres
Liya Jacob
Sabrina Jeria
Sarah Quach
Amrita Tiwari

2015

Archie Arshad
Calvin Dejak
Justyna Slazyk
Margaret Thomas
Clarita Urbano

2016

Shino Thakadiyel
Galyna Lazarenko
Lisa Dreher
Saba Muntaz
Hilary Rodrigues



The Values in Action award was created in 2012 to honour the life and legacy of Dean Cameron, a registered practical nurse (RPN) who worked at Runnymede Healthcare Centre from 1998 until her death in 2007.

Continuing education: key to addressing patient needs

ACCORDING TO ONTARIO'S ACTION PLAN FOR SENIORS, in 2017, adults over 65 will outnumber youth under 15 for the first time. Since seniors are more likely to have complex medical needs, this will place unprecedented pressure on healthcare organizations.* Runnymede Healthcare Centre, like other hospitals, will be profoundly affected by this demographic shift. Most of its patients are over 75 years old, and among hospitals in the Toronto Central Local Health Integration Network (TC LHIN) in 2015/16, Runnymede's patient complexity was ranked second highest. To prepare for the increased patient complexity, the hospital is enhancing the skills of its registered practical nurses (RPNs) with education and professional development.

Although registered nurses (RNs) study for a longer period of time than RPNs and are able to provide more independent care, both groups of nurses learn from the same body of medical knowledge.** For Runnymede, this represented an opportunity. "We saw our RPNs as a vital resource that had all the skills necessary for enhancing the quality of our patient care," said Raj Sewda, VP of Patient Care, Chief Nursing Executive and Chief Privacy Officer. "We invested in them with education that helps them work to their full scope of practice and achieve even more."

With the roll-out of in-house education, Runnymede's RPNs sharpened their technical expertise and made gains in their ability to perform clinical assessments and interpret diagnostic results. "Today, I'm really proud to say our RPNs work to their full scope of practice, rely much less on guidance from their RN colleagues, and spend more time providing care for our patients," said Kim Deroo, manager, nursing professional practice and education. "Another outcome we witnessed is enhanced critical thinking abilities for these nurses, which really benefits everyone and adds to the overall quality of collaboration."



Runnymede supports its nursing staff with continuing education so they can meet the needs of increasingly complex patients.

The training also improved the staff experience for RPNs by empowering them to work at a higher level. "Many of the nurses told me that before receiving this education, they didn't fully realize the potential they had as healthcare professionals," said Deroo. "Now our RPNs take more pride and ownership in what they do."

When trained to work to their full scope of practice, RPNs are better able to provide independent care for less-complex patients. In turn, this helps the hospital's RNs by freeing them up to care for more complex patients. "Healthcare needs of our patients and the local community are increasing in volume and complexity, and we're working as efficiently as possible to continue to meet this challenge," says Sewda. "Supporting RPNs with ongoing nursing education so they can work to their full scope of practice is an example of how we support our staff in the delivery of high-quality care."

* Canadian Medical Association, 2016

** College of Nurses Ontario, 2014

EMPLOYMENT OPPORTUNITIES

Runnymede is recruiting for the following positions:

NRS Coordinator

Reporting to the director of quality and risk management, the National Reporting System (NRS) coordinator will coordinate the exchange of NRS-related information between Runnymede and the Canadian Institute for Health Information (CIHI).

Activionist - temporary full-time

The successful candidate will design, implement and evaluate therapeutic participation programs (individual, small group and hospital-wide) that are based on patient assessments and findings interpretations, to meet their specific needs.

For more information, contact human.resources@runnymedehc.ca or 416-762-7316, ext. 2102.

To view current job postings, visit: www.runnymedehc.ca/join-us.

What's happening at Runnymede...





[APR] Parkinson's Awareness Month	[APR 12] Patient Family Council meeting	[MAY] Speech and Hearing Month
[MAY 8-14] National Nursing Week	[JUN] Stroke Awareness Month	[JUN 14] Patient Family Council meeting



WE WANT TO HEAR FROM YOU!

YOUR FEEDBACK is important to us as we continue to improve the quality of The Reporter.

If you have questions, comments or story ideas, please contact communications@runnymedehc.ca or 416-762-7316, ext. 2109.

-  facebook.com/RunnymedeHC
-  [@RunnymedeHC](https://twitter.com/RunnymedeHC)
-  youtube.com/RunnymedeHC
-  linkedin.com/company/runnymedehc

Help us keep Runnymede scent-free

RUNNYMEDE'S top priority is protecting the safety of its patients, visitors, staff and volunteers.

Since the health of some individuals is affected by scented products, we ask for your help in maintaining a scent-free environment at the hospital.

While at Runnymede, please refrain from wearing perfume or bringing scented hygiene products and flowers. If these are difficult to avoid, we ask that you please choose low-scent options whenever possible.

Thank you very much for your cooperation; if you have any questions, please contact patient.relations@runnymedehc.ca.

