



Vocera - Highlighting TEGH's Commitment to Workplace Safety



Anna Porco, Thelma Fernandes & Adrian Chmil, Surgery, demonstrate their Vocera devices.

TEGH is committed to increasing safety in the workplace, which is why we became the first GTA hospital to roll out Vocera wireless communications devices on inpatient units. The instant communication they provide will:

- improve the safety of the work environment for staff
- enhance patient safety by reducing response times in emergencies
- improve efficiency in decision-making which will improve patient flow and quality of care, and
- allow patients to initiate two-way voice communication from their bedside (*when integrated with the nurse call-bell system*).

Developing this innovative communication system has been supported and partially funded by our Violence in the Workplace Committee. Implementation has been very successful, meeting or exceeding all guidelines to date. Installation of the wireless infrastructure to support Vocera, which was conducted jointly by our IT department and IBM, has been completed hospital-wide, well ahead of schedule.

It is estimated that 800 staff members will be using the wireless network once full roll-out is complete. Those using Vocera have found it to be very effective. Anna Porco, Unit Clerk, Surgery, states that *"it improves both staff communication and patient care"* and Thelma Fernandes, RN, Surgery, describes it as *"the best communication device we could ever have had!"*

Vocera was introduced in the Emergency Department in March, followed by Complex Continuing Care. By late August, inpatient surgical units were up and running, one month ahead of schedule. Mental Health, which will be the next unit to receive the badges, will also be trialing a panic button. This panic system will allow staff to notify security directly in a crisis situation, which should result in greatly improved emergency response times.

Important Vocera Announcement

Even if you're not a Vocera user you can use the Vocera extension to reach someone. Dial x6166 and say the name or extension number of the person you need to reach.

Increasing Inpatient Diabetes Education

TEGH has added some new faces to help meet a growing inpatient need for diabetes education. Diabetes is identified as a priority focus in chronic disease management and its incidence is increasing. Therefore, we need to improve strategies to help prevent lengthy hospital stays and re-admissions that can result from poorly managed diabetes.

Diabetes Educators, Angela Kennedy and Eileen Shields, who have served TEGH's Outpatient clinics and community diabetes programs for many years, are now helping to meet the inpatient need along with Lisa Sparrow, the new service coordinator. All agree that *"TEGH was forward-thinking in implementing this program. By being available to the discharge team early we can be a resource identifying gaps in self-management and help to avert or decrease admissions related to diabetes self care."*

The team counts heavily on staff nurses for their professional input and 24/7 implementation of the Interdisciplinary Discharge Plan. *"Their therapeutic relationship, especially with the elderly person who is developing confidence learning insulin skills, has been invaluable."*

The service takes referrals for:

- Newly diagnosed Type 1 diabetics, and
- Both Type 1 and Type 2 diabetics dealing with new challenges in managing their diabetes, such as starting a new type of insulin or a change in their insulin therapy.

In hospital, the educators endeavour to teach the

'survival' self-management skills necessary for patients' safety at home, followed by a phone call to support self-management after their return home. Diabetes care is described by the three nurses as *"a rapidly changing specialty with increasing types and mixes of insulins and individualized treatment plans. Our goal is to provide options which match people's lifestyles and improve their quality of life and health."*

Many patients just aren't aware of supports available to help them manage their diabetes more easily, such as:

- subsidies, like the Canadian Diabetes Association's blood glucose strip subsidy for those on insulin therapy, and Needles for Seniors
- Community Diabetes Education programs like DEC NET (for Type 2 diabetics), and
- other community services such as chiropractors and family physicians.

Our Endocrinologists, Dr. Fung, Dr. Nicholas and Dr. Fine (a new face at TEGH), and the inpatient diabetes dietitians, refer most frequently to the service. But any staff can refer a patient by calling the direct phone line.

You Can Refer to the Service or Get Your Questions Answered!

- Call the Inpatient Diabetes Education Service direct phone line at x6371
- On line - get the referral form off *icare's*, Forms & Templates page (*quick link off the home page*), or refer to Clinical Practice, Agora, Routine Consult Lines
- Electronic referral when CPOE is up and running!

Rubber Duck Regatta - a Fun & Successful Fundraising Campaign

It was an exciting day for TEGH on Sunday, August 17th when thousands of rubber ducks raced in Lake Ontario, just outside Ontario Place, in front of hundreds of onlookers. Hosted by Global News' Meteorologist Anthony Farnell, the Duck Regatta raised nearly \$70,000 for the hospital's redevelopment campaign. Prizes were awarded to the

first ducks to cross the finish line, with the 1st place duck belonging to TEGH's own Cyndi Bertin, who will drive away with a 2008 Pontiac Wave!

Thank you to all the staff, physicians and volunteers who supported this event.



In go the ducks!



Hundreds of spectators!



Michelle scoops up the winning duck!

Day in the Life... Coordinator - Inpatient Diabetes Education Service

Lisa Sparrow is TEGH's new Inpatient Diabetes Education Service Coordinator. This inpatient service was piloted by our Outpatient Diabetes Educators, Angela Kennedy and Eileen Shields, with Lisa's position added in late May. All three RNs are Certified Diabetes Educators (CDE). The CDE designation is earned through a combination of course work and selfstudy, followed by a national certification exam, which is maintained through a minimum of 50 hours/year of continuing education.



Angela Kennedy, Eileen Shields & Lisa Sparrow, TEGH's diabetic education team.

"a rapidly changing specialty with increasing types of insulins and individualized treatment plans and we are able to provide options which match people's lifestyles and improve their quality of life and health," notes Lisa.

In addition to the clinical side, Lisa

Lisa returned to TEGH following a two-year research leave in Endocrinology and Metabolism Research at St. Michael's Hospital. She has been at TEGH for 18 years and has remained a resident of East York. Long-time staff may recognize her from CCU/MICU, "some exciting night shifts floating to Emergency" and the Cardiac Cath Lab.

In her current work as Coordinator her days are comprised of:

- 30-40% clinical/educative
- 40-50% administrative/supportive, and
- 10-20% solidifying community support linkages.

The Inpatient program offers clinical care and education to newly diagnosed Type 1 diabetics and to both Type 1 and Type 2 diabetics who are encountering new challenges in their self-management or have

had additions or changes in their insulin regime. Educators teach the skills, techniques and coping mechanisms that patients need to manage their diabetes at home. Diabetes management is

coordinates the diabetes education services, both inpatient and outpatient. She also works to ensure the diabetes clinics and educators are properly resourced and supported professionally and that patients are followed up post-discharge. Notes Lisa: *"We try to promote post-discharge follow-up at community diabetes programming that is convenient to the patient. If staff have questions about our new service, especially about what's new in diabetes, please send us a line at our new email, diabetes@tegh.on.ca."*

The new service is clearly meeting a need, currently receiving up to 12 referrals/week. Many come from Emergency where the educators are able to support patients in the unit, thus avoiding a hospital admission. Lisa is *"proud that the program is able to give people the support they need to manage their diabetes and to provide patients and families with the resources and information they can make use of immediately to better their situation."*

Accountability Awards

Congratulations to the following employees who have recently been recognized by their colleagues! Check out the Home News section on **icare** to read the story behind the weekly winner's nomination.

Sadie Breen, Telecommunications

Lexter De Luna, Nutrition & Food Services

Joanne Haldoupis, Surgical Suite

Catherine Lavallee, G7 Paediatrics

Maria Montan, Environmental Services

Raul Montoya, ITS

Ralph Racicot, Medicine Health Service

Tracey Robbins, H7

Jane Scott Baier, Interprofessional Practice

Jane Sander, IV Therapy

Peter Szkorla, CCC & Rehab

Franciz Tan, Nursing Resource Team

Anne Zielinski, Mental Health

Caring for the Environment at TEGH

At TEGH we believe there is a link between environment and health. That is why we launched our energy retrofit program in 2006, one of few hospitals to undertake a project of this scope with a private sector partner (Honeywell) that also places emphasis on a healthy environment and comfort and safety for both staff and patients. The project is on target for major savings that will benefit our hospital and community for years to come:

- electricity and water savings, enough for 400 homes each year
- reduction in natural gas usage, enough to heat 300 homes every year
- decreased greenhouse gas emissions of 3,000 tonnes/year, the equivalent of removing 475 cars from the road, and
- reduced utility costs averaging more than \$880,000 annually.

Celebrate the Completion of Our Energy Project

Thursday, September 18th
11:00 am - 2:00 pm,
Emergency Parking Lot

Speeches: 12:10 pm, featuring Peter Love, Ontario's Chief Energy Conservation Officer

Refreshments: Pizza, drinks, cake & snacks

Information Booths: Honeywell-TEGH, Toronto Water, Enbridge, Toronto Energy, Turtle Island Recycling

Visit all booths for a chance to win great prizes:

1st Prize - Electric Bike (\$1400 value!)

2nd Prize - Environmental Basket

3rd Prize - Environmental Bag

The Amazing Waste Race A Game Of Speed And Recycling Knowledge

Have fun and test your recycling knowledge. Eight teams of two will race one another in a timed recycling challenge.

Sign up: Outside the café on four beginning Wednesday, September 10th

Time: 12:30 pm, after speeches

Where: North garden beside Emergency Parking Lot

Bonus points for themed costumes
Prizes for the winning team!

For more information contact
Angela Pappaianni, apapp@tegh.on.ca or x6019.

TEGH Continues To Support International Teaching Program

This is the second year that TEGH is participating as a learning site for the International Paediatric Emergency Medicine Elective. The elective is designed to use health as a means of peace to improve cross border cooperation among regions in the Middle East. Eight medical students from Canada, Israel, Jordan, and Palestine came together in Toronto for four weeks. During that time they participated in various learning activities, and came to TEGH for a casting workshop.

The program is sponsored by the Canadian Scientific Exchange Program (CISEPO), the Peter A. Silverman Centre for International Health, Mount Sinai Hospital, and the Hospital for Sick Children. The Emergency

Department of TEGH hosted the students again this year for the practical workshop. During the session, students from different regions

were able to put casts and splints on each other, which brought them together to work and learn.

More information can be obtained by contacting the Paul Hannam, Chief of the Emergency Department.



Learn-At-Work Week

Watch for details about our Learn-At-Work week activities coming up September 22nd - 26th. Lots of fun and prizes up for grabs. More information in the

next issue of In General and on *icare*. Events hosted by Organizational Learning & Change.