Technology and Innovation

Advanced Medical Imaging Facilities
The generosity of Gulshan and Pyarali G. Nanji (standing) and North York General Hospital’s Volunteer Services, represented by Olga Dellidonne, President, Volunteer Services Board (seated), has enhanced our ability to provide the very best care to patients in our completely renovated and expanded medical imaging facilities.

Making Patient Care Even Safer
New tools are reducing the risk of medication errors. Patients’ armbands and medications now include a unique barcode to allow medications to be electronically double-checked. Registered Nurse Felipe Somera prepares to check the barcode on the armband of patient Ming Lim.

Keeping Our Community in Motion!
OrthoWalk is a symbolic 1km walk around the public square at Shops at Don Mills in support of orthopaedic care at North York General Hospital. Fun for all ages. Great Food • Games • Walking • Shopping

Register online today, visit
www.Orthowalk.ca
Sunday, June 12, 2011
Shops at Don Mills, 1090 Don Mills Road

Also Inside:
Home First Program

www.nygh.on.ca
Advancing Care

Celebrating Our Successes

Two major events that highlighted our spirit of innovation during 2010 were the launch of eCare, where we introduced new tools to make patient care at our hospital even safer, and the official opening of the Volunteer Services Centre for Medical Imaging.

As well, our hospital was proud to receive recognition and several awards during the year, including the following:

- As a result of the new technology we introduced in our eCare initiative, North York General Hospital became the first hospital in Ontario to achieve HIMSS Stage 5. HIMSS Analytics is the research arm of the Healthcare Information and Management Systems Society, a US-based advocacy group that developed a seven-level system to indicate how hospitals rate in adopting electronic health records. This milestone in our work to automate care processes and to prevent medication errors places us in an elite group of less than one per cent of health-care organizations in the US and Canada that have reached Stage 5.

- Our hospital received Accreditation, the highest designation from Accreditation Canada. This achievement places the hospital among a small percentage of health services organizations across the country to receive Accreditation.

- We received the Gold Quality Healthcare Workplace Award at the HealthAchieve 2010 conference. This award, presented jointly by the Ontario Hospital Association and the Ministry of Health and Long-Term Care, recognizes our efforts “to improve health-care workplaces in ways that contribute to providers’ quality of work life and the quality of the care and services they deliver.”

- In April 2010, we received the 2009 Canadian Healthcare Excellence in Quality Award (CHEQA) for our Skin and Wound Program. This prestigious award presented by RL Solutions, in partnership with the Quality Healthcare Network, recognizes Canadian health-care organizations that have demonstrated excellence in patient safety and overall quality of care.

Many members of our hospital team received awards and recognition in 2010. Learn more at www.nygh.on.ca.

Committed to Improving Patient Outcomes

Dr. Jeremy Theal is passionate about using technology to improve the outcome of patients.

For the past four years, Dr. Theal, a Gastroenterologist and Director of Medical Informatics at North York General Hospital, has been the physician lead on a team working on our bold multi-year eCare project. This initiative is dramatically improving patient safety and revolutionizing how we provide care. The first phase was launched in 2008 and the second, in October 2010.

At the Annual Canadian Health Informatics 2010 Awards Gala in November, Dr. Theal received the Community-Based Physician Leader/Innovator Award. This national award recognizes his outstanding leadership in the use of health information technology in medical practice.

Dr. Theal’s interest in informatics and technology started at an early age and was further developed when he ran a computer consulting business to put himself through his undergraduate degree in Biology at the University of Western Ontario, and medical school at the University of Toronto. A summer internship in Medical Informatics at Harvard University strengthened his knowledge.

His training in Gastroenterology included three fellowships: one in Gastroenterology at the University of Toronto, another in liver disease at the University of Alberta, and a third in endoscopic ultrasound at McGill.

Soon after coming to our hospital in 2006, Dr. Theal had the opportunity to combine his love of medicine and technology by taking on the role of Director of Medical Informatics for our eCare project.

“What’s driven me to keep working on this project is the evidence in the medical literature which demonstrates dramatically improved patient outcomes using computerized systems like the one we now have. These systems are helping to save lives in hospitals, are reducing complications, the amount of time patients spend in the hospital, and the cost of care.”

“I have worked with an amazing team that includes nurses, pharmacists, physicians, informatics specialists, and many others. Everyone has been focused on the same goal — what’s best for our patients.”

Dr. Theal and the team have developed over 300 evidence-based order sets that outline the process of care for a specific patient condition.

Dr. Theal says it is to the credit of the hospital leadership that they have invested in these systems, because they believe it is the best thing for our patients and will ultimately help us use our resources more effectively.

Dr. Jeremy Theal
Director of Medical Informatics
Improving Patient Care and Safety

A New Era in Patient Care

North York General Hospital is the first hospital in Canada to put highly sophisticated technology in place to reduce the risk for medication errors — and to dramatically increase the availability of the latest, evidence-based information to health-care professionals.

As part of our multi-year “eCare” project, on October 26 we began using many new tools that are making patient care at our hospital even safer.

**New: Orders Linked to Evidence-Based Research**

We are the first hospital in Canada to implement an electronic order entry system that integrates regularly updated evidence from the medical literature into the doctor’s decision making process.

**How does this benefit patients?**

- Every doctor has access to the latest medical knowledge to help them make the most informed decisions. Standardized sets of electronic orders provide information specific to each patient’s health problems. We’ve developed over 300 evidence-based “order sets” (sets of physician orders) on a variety of health conditions.
  - The traditional view is that it takes a minimum of about 10 years for new medical research to be adopted for regular use at the patient’s bedside. “By having electronic order sets linked to evidence-based information, we are enabling clinicians to see the latest evidence only a few months after it becomes available, and to use this information to help make their decisions on treating patients,” says Dr. Jeremy Theal, Director of Medical Informatics and a Gastroenterologist at North York General Hospital.
  - We know that by standardizing the care patients receive, we can improve their outcomes. For example, results of a US-based multi-hospital study revealed that 21 per cent fewer patients died from pneumonia as a result of using computer systems similar to our eCare system.

**New: Medical Orders and Prescriptions Entered Online**

Our clinicians will enter patient orders/instructions and prescriptions on a computer system instead of on a paper chart.

We’ve also introduced a tool that records the medications a patient was taking before and during their hospital stay, and also helps to determine what a patient should take after they leave. Another tool provides an electronic prescription to be filled upon discharge.

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**Advanced Medical Imaging Facilities Meet Community’s Needs**

North York General Hospital’s completely renovated and expanded medical imaging facilities will enhance our ability to provide the very best care to our patients.

The official opening on December 2, 2010, of the Volunteer Services Centre for Medical Imaging and the Gulshan and Pyarali G. Nanji Ultrasound, CT, and Radiography Centre, marked the realization of a vision that began over a decade ago.

The expertise of our highly skilled Medical Imaging team is now supported by superb facilities and leading-edge technology that will help shorten wait times for patients and offer them enhanced imaging and diagnostic services.

The event celebrated the outstanding financial support of:

- the dedicated men and women in our Volunteer Services
- philanthropists Gulshan and Pyarali G. Nanji, and

The new, expanded facilities on the 1st floor of our General Site include:

- Angiography
- Fluoroscopy
- Digital radiography
- Ultrasound
- MRI
- Appropriate working space for radiologists and other staff
- Improved reception and general waiting areas
  - Private inpatient waiting areas
  - A dedicated post-procedure recovery area.

The design of our attractive, patient-centred facilities ensures patients and staff can move more easily and efficiently throughout...

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In 1972, Gulshan and Pyarali Nanji were stripped of their citizenship and assets when Idi Amin ordered all Asians to leave Uganda. At the time, Canadian Prime Minister Pierre Trudeau made the decision to airlift members of the community, including the Nanji family, to Canada, where they could start a new life.

Trudeau said he has attended many Ismaili community events and has been overwhelmed by the gratitude he has received on behalf of his father, who believed that immigrants – in particular refugees – are integral in shaping Canada’s future.

The Nanjis’ generous support of North York General Hospital comes from a commitment to give back to their adoptive country.
With the generous support of our donors...

NYGH is able to provide emergency care for over 100,000 patients annually

The Charlotte and Lewis Steinberg Emergency at North York General Hospital is one of the busiest EDs in Canada. These stories show how your support impacts each one of these patients and helps provide the highest standard of care.

**Annual Donors** who give on a regular basis enable NYGH to purchase much needed equipment like a portable ultrasound. Andrea Ennis, Clinical Nurse Educator in Emergency, remembers a 54-year-old father of two whose car was struck when another driver ran a red light. The paramedics brought him to Emergency where physicians used a portable ultrasound to quickly identify that he was bleeding internally. Surgeons were then able to stop the bleeding and save his life. Had it not been for the portable ultrasound, this patient would not be alive today.

The Harold Ballard Foundation granted over $1.4 million to purchase Wellsoft, an Emergency-specific advanced software system that provides enhanced, automated administrative services by flagging what needs to be done for each patient. The system has been so successful that Dr. Tim Rutledge, Interim President and former Chief of Emergency, declared, “We’re convinced that it is the best functioning Emergency Department Information System in Canada!”

**Ricky Fan**’s 90-year-old mother underwent emergency surgery for an arterial aneurysm last autumn. As he watched her being wheeled away on a gurney, he pledged, “If my mother can walk out of the hospital alive, my wife Yvonne and I will make a significant donation.” Happily, his mother is home and almost fully recovered. Since then, Mr. Fan has made a generous donation that will be recognized with a plaque to be mounted in the Emergency Department’s Resource and Education Room.

**Susan and Joseff Baruch** donated $40,000 to help purchase a new advanced paediatric bed warmer. Ann Shook, an ED Patient Flow Coordinator and Emergency Nurse, recalls an 18-month-old girl who had been abandoned by her parents, outdoors in winter. Her hypothermic body needed to be warmed slowly to prevent further complications. “If it hadn’t been for our bed warmer, she may not have survived,” says Shook. Thanks to donors like the Baruchs, NYGH will help more babies in the years to come.

**Charlotte and Lewis Steinberg** made their first $2 million gift to North York General Hospital in 2001, which resulted in the naming of Emergency in their honour. Susan Woolard, Director of Emergency Services, says, “The Steinberg family enabled us to reconfigure the entire department. It gave us a greater capacity to serve patients with higher acuity, and more capacity to treat patients with infectious diseases in isolation.”

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**UPCOMING EVENTS**

- **21st Annual North York Masters** Golf Tournament
  June 6, 2011
  nyghmasters.ca

- **3rd Annual OrthoWalk**
  June 12, 2011
  orthowalk.ca

- **2nd Annual Celebrity Human Race**
  Sept. 23/24, 2011
  nyghhumanrace.com

**Thank You!**

The donations from individuals, organizations and corporations are essential to ensuring that we are able to provide great health care, now and in the future.
Changing to Serve You Even Better

Patient Feedback Helps Improve Patient Care Experience

We’re listening to our patients — to provide those we serve with high quality, safe care and an outstanding experience at our hospital.

One of the steps we’ve taken is to implement a feedback process. Since late August, patients being discharged from inpatient units and the Emergency department are asked to complete a brief, anonymous patient feedback questionnaire about the care they received. It can then be dropped off in the standardized survey boxes found in all inpatient areas or returned to a staff member.

The feedback is regularly reviewed by our program leaders. This information is used as a valuable learning tool for staff, physicians and volunteers to recognize and celebrate what we are doing well, and to identify where we can make improvements.

The opinion of our patients and their families matters to us — please tell us how we are doing.

Dessi Frangos gets ready to complete the patient feedback form before she is discharged.

Hospital Gets $176,400 for Reducing ER Wait Times

We’re working to reduce the amount of time our patients and their families spend in the Charlotte & Lewis Steinberg Emergency and increase their satisfaction.

Our good results at reducing emergency wait times have been rewarded with additional funding. Several months ago, the Central LHIN Board of Directors approved the disbursement of a $176,400 Ministry of Health and Long-Term Care allocation to North York General Hospital. This amount represents funding for results achieved during the quarter April 1 to June 30, 2010 — and acknowledges that many patients were treated, discharged home or admitted to hospital within the target hours established by the ministry’s Emergency Department Pay-for-Results program.

This funding will improve access to care, reduce patients’ length of stay in the emergency department, and increase patient satisfaction.

Advanced Medical Imaging Facilities Meet Community’s Needs from page 3

the department. The centre is more accessible to the disabled, and is elder and child friendly.

The calming and comforting environment is pleasing to the eye and reflects the latest standards, including patient privacy. For example, inpatients waiting for a medical imaging procedure will now wait in a curtained off private area that holds up to five stretchers — not in the hall.

Previously another part of our medical imaging centre, the Cardio Respiratory and Nuclear Cardiology facilities, formally opened on our 6th floor in November 2009. The Volunteer Services Centre for Medical Imaging, Including Cardiac and Nuclear Imaging focuses on diagnostic testing of the heart. To provide patients with more efficient care, all our cardiac services are together on one floor.

These medical imaging facilities will meet the growing needs of our community and support our goal to provide patients and their families with an outstanding experience and the highest quality and safest care.

Analytics System Will Improve Patient Care

North York General Hospital has worked with IBM to develop an analytics system that will improve efficiency and patient care.

This new tool will take data from more than 50 diverse collection points, which will then be analyzed and consolidated. IBM’s InfoSphere Clinical Analytics will produce an easy-to-read, web-based graphical picture of the hospital’s clinical, financial and administrative performance. Decision makers will have faster access to accurate information about the hospital’s performance to better assess trends in hospital use and adjust operations to meet demands.

The system will help us to serve patients even more effectively. For example, it will assist us to map days where a higher than normal patient volume is expected. This will enable us to allocate staff and resources more effectively and ensure departments run at peak efficiency, freeing physicians and other health professionals to focus on patient care.

21st Annual North York Masters Golf Tournament in support of Cancer and Palliative Care Services at North York General Hospital

Monday, June 6, 2011 • The Donalda Club

Join us for great golfing on an exclusive golf course, sumptuous lunch, private cocktail reception, silent auction, online auction, live auction, contests and more...

For information on sponsorship, teams or volunteer opportunities, contact North York General Hospital Foundation at (416) 756-6944 or visit www.nyghmasters.ca.
Serving with Kindness

Going Home First to Make Life-Altering Decisions

Making the decision whether to remain at home or go to a long-term care home is a life-altering decision that is often difficult.

At North York General Hospital, our philosophy is “home first.” In fact, we were the first hospital in the Central LHIN to pilot the Home First initiative in September 2009. From September 2009 to 2010, 65 patients at our hospital participated in the Home First initiative.

Statistics show that North York General Hospital serves a significantly older population that continues to increase. In 2006, adults 65 years and older represented 12.9% of the population in Ontario and 13.6% in the northern Toronto area of the Central LHIN in which our hospital is located.

Our approach is that frail seniors need to make important decisions about where they will stay for the next phase of their life in the comfort of their home — not in a busy hospital setting.

With Home First, members of our hospital team begin discussing the discharge process as soon as seniors who may need alternate care come through our emergency room.

Hospital staff and Community Care Access Centre (CCAC) Hospital Case Managers (HCM) work together to ensure these patients have a smooth and safe transition from hospital to home. They conduct a thorough assessment of each patient to determine the care needs, along with the patient and family. The CCAC Hospital Case Manager works to ensure patient needs are met and the patient can return home in a safe manner. Patients must be medically stable and able to live safely at home with enhanced services.

When Betty Gazer brought her husband Lawrence to the hospital last fall he could barely walk. Lawrence, who has Parkinson’s and dementia, had suffered a fall.

“The entire team on 5 South East has been incredibly supportive and the care has been exemplary,” says Betty. “Lawrence is an entirely different person than when he arrived. Home First has been a positive experience. The staff and CCAC case managers understand the emotions I am going through. One of the things that impressed me is they have listened to me and answered my questions.”

“I had tried to do everything for Lawrence on my own but you need a support system. Now, I can pick up the phone and call if I have a question or concern,” says Betty.

After his hospital stay, Lawrence went home with support for his special needs. There, the Gazer family can decide whether home is the best place for him or whether a long-term care home can better meet his needs.

A New Era in Patient Care from page 3

How does this benefit patients?
• Research shows that thousands of preventable errors are made in hospitals across Canada each year, putting patients’ safety at risk. Many of these can be attributed to medication errors made using traditional, manual systems.

“The tools we are using eliminate any miscommunication that may occur with handwritten orders and prescriptions, and reduce the opportunity for errors. Now, clinicians involved with a patient’s care can immediately access up-to-date information on their patients and this enhances communication,” says Susan Woollard, Director, Emergency Services, Professional Practice, Research and Education.

New: Scanning Patient Armbands and Medications
Patients’ armbands and medications now include a unique barcode. This allows us to electronically double check by scanning the medications and armband before administering medication.

How does this benefit patients?
• “Studies show that medication errors can be reduced by 55 to 80 per cent by using the computerized order entry system and barcode scanning that our hospital has implemented. Our system significantly improves patient safety by alerting health-care professionals if they are about to make an error when administering medication,” says Thomas Chan, Interim Director, Pharmacy Services.

Online Patient Record
Our team is using wireless technology and handheld devices to document patient information at the bedside. If a patient returns to the hospital, his or her health record captures, in one centralized file, medications, tests and additional care provided.

The privacy of patients’ personal health information is a key priority and eCare complies with the hospital’s Privacy and Data Protection Policy, available on our website.

Outstanding Teamwork and Partners
This eCare initiative is the result of outstanding teamwork involving staff and physicians across many hospital departments. Introducing this new technology has been made possible through the support of many dedicated and talent-rich partners including Cerner Canada, Zynx Health, Dell, Motorola, Rubbermaid and IBM.

eCare is a significant step forward in patient safety, quality of care and achieving a paperless medical record.
Keeping Healthy and Safe During Winter

Winter can be beautiful, but challenging. Cold weather related injuries can occur as we take part in seasonal activities. By being prepared and taking precautions, you can avoid many winter-related health problems.

“Snowfall represents the greatest challenge for people; it’s when incidents of slips and falls increase in the emergency room — especially among older adults,” says Dr. Kuldeep Sidhu, Chief of Emergency Medicine and Program Medical Director, North York General Hospital. “Wearing appropriate footwear will help secure your footing.”

Shoveling snow also increases the risk for potential heart attacks, even for individuals who don’t have a pre-existing heart condition. Commonly, people who are fairly inactive will push themselves to their physical limits to shovel a driveway. This overexertion can cause sudden heart stress and pain.

“If you experience a burning sensation or pain radiating from the chest into your back or arms, shortness of breath and become excessively sweaty when shoveling, or during any activity, stop immediately,” says Dr. Sidhu. “Don’t just slow down or take a break, completely stop and seek medical attention.” These could be warning signs of an increased risk of angina, heart attack or cardiac arrest.

Protecting the body from cold temperature exposure, both indoors and outdoors, is also necessary.

Seniors and infants are especially susceptible to hypothermia, a condition marked by an abnormally low internal body temperature causing injury like frostbite and, in severe cases, death.

Temperatures do not have to be below freezing for hypothermia to occur. A home that is inadequately heated can be dangerous. “Homes should be kept at around 20 degrees Celsius (68° Fahrenheit),” says Dr. Sidhu. “It’s also a good idea that older adults dress warmly in layers, use an extra blanket at night, exercise moderately and stay hydrated. Babies should not be bundled too tightly to allow for good circulation.”

When outdoors, anticipate abrupt drops in temperature and sudden precipitation — an important consideration when children play outside.

“Children’s metabolic rate is set a bit higher, they lose heat faster and their sugars drop, so it’s important to give them a snack and fluids like fruit or juice, when they’re outside,” says Dr. Sidhu.

Many of winter’s health risks can be reduced with good planning. Get the flu shot, have life-saving prescription medications (like insulin) filled in advance in case poor weather prevents you from getting to a pharmacy, and keep a scarf, hat and gloves nearby even if you don’t think you’ll need them.

YES! I want to contribute to the health of my community

Here’s my gift to support excellent patient care:

- $200
- $150
- $100
- I prefer to give: $________

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PHONE ___________________________
EMAIL ______________________________

Method of Payment

- Cheque (payable to North York General Hospital Foundation)
- Visa
- MasterCard
- American Express

CARD # ___________________________ EXPIRY _______________________  
SIGNATURE ____________________________________________________________________________________________

I would like information on arranging a gift through:

- A bequest in my will
- A gift of shares
- I have already included North York General Hospital in my will

4001 Leslie Street
Toronto, ON M2K 1E1
Telephone: 416-756-NYGH (6944)
Facsimile: 416-756-9047

Text NYGH to 45678 to make a $5 donation*

*Terms at www.mobilegiving.ca. Tax receipt issued for gifts of $25 or more. We do not rent or sell donor lists. Information collected is used to process donations, keep you informed about the Hospital and Foundation, and ask for support. Charitable Organization #88875 1245 RR0001

Seniors’ Health Centre — Celebrating 25 Years of Care

In October 2010, the Seniors’ Health Centre kicked off its year-long 25th anniversary celebrations. Since it opened as a 60-bed long-term care home in 1985, the Seniors’ Health Centre has been providing innovative and compassionate care to older adults and their families.

Today, the residence has grown to 192 beds — and provides a warm, home-like environment that supports personalized care. The centre also houses Specialized Geriatric Services that help seniors improve their health and quality of life.

We celebrate the Seniors’ Health Centre’s 25-year tradition of compassionately serving the families in our community.