



# GENERAL HAPPENINGS

Brockville General Hospital

FEBRUARY 2009

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## MESSAGE FROM THE PRESIDENT AND CEO

*Several years ago, a BGH benefactor donated money to the Hospital with the wish that BGH would someday have an 'official' Boardroom at the Charles Street Site. We have decided to turn the Medical-Library on 1<sup>st</sup> Floor into the CSS Boardroom.*

*Work has started towards meeting this donor's wishes. Some furniture has been purchased with the donated money and will be arriving soon.*

*As the transformation of the Library progresses, all efforts will be made to keep the interruption in the room's availability to a minimum.*

*Please feel free to contact me if you have any questions or concerns.*

*Ray Marshall*

## Our Amazing Palliative Care Volunteers

Did you know that since March 2008, 27 Palliative Care volunteers have spent more than 500 hours supporting patients and their families and caregivers from early morning through the night at the Charles St. Site? This is in addition to the many PC volunteers who provide the same support at the Garden St. Site.

*Palliative Care Volunteers:* receive 30 hours of training in addition to ongoing education; follow all hospital infection prevention and control practices; hand out trays at meal times and help patients who need assistance with meals; can assist, as directed, with physical care at the bedside of Palliative Care patients; do mouth care or assist patients with mouth care; escort patients/families to sitting rooms, the Quiet Room and Solarium; provide informal orientation of the hospital to family members/caregivers of Palliative Care patients; read to patients; sit beside a patient and just be there – it can make the world of difference; and Palliative Care volunteers are good listeners!

During the coming months, Palliative Care volunteers will be expanding their hours of support to include meal time and evening shifts at the Charles St. Site. Look for the volunteers in the burgundy smocks.

For more information contact the Coordinator of Volunteers for the Brockville & District Hospice Palliative Care Service at ext. 4410.

*Angela Flood-Miller*



May this Valentine's Day be filled with love, understanding and contentment as you journey through life with those you hold dear



**ETHICS – Do you want to know more?****The ethics program at BGH has a new member – a Bioethicist.**

Hannah Kaufman joined the organization in November and is on site two days per month. Hannah received her ethics training at University of Toronto. She holds a Masters of Health Science (Bioethics) and completed a one-year Fellowship. Hannah is no stranger to healthcare settings. She is a clinical social worker and has worked for many years at Kingston General Hospital, the Cancer Centre of Southeastern Ontario and Providence Continuing Care Centre. Currently she is also working at Southlake Regional Health Centre in Newmarket as an Ethics Program Development Coordinator and as a consultant with the Brain Injury Services of Hamilton.



Many staff members have asked Hannah, **“What does a bioethicist do?”** At BGH Hannah will be providing in-services and training for hospital staff and the ethics committee. Ethics committee support will also include case consultation, program development and policy review. All of these activities will assist the hospital in living its core values of respect, trust and accountability.

**How will all of that happen?** Throughout the year Hannah will be providing a one-hour education session every month at the Ethics Committee meeting. All staff members are welcome to attend these interactive sessions. There will be hospital-wide in-services and focused education sessions for programs and units. Hannah is also happy to provide an ‘ethics lens’ during policy development and review sessions, patient rounds and staff debriefings. Over time Hannah will become a presence on nursing units and within programs.

Hannah can be contacted at BGH at [kauha@bgh-on.ca](mailto:kauha@bgh-on.ca) or by leaving a message at ext. 1236. Her office is located on 1<sup>st</sup> floor next to the yellow elevator.

The **Ethics Committee** meets in the CSS Library the 3<sup>rd</sup> Wednesday of the month at noon. Hannah will provide education sessions at this meeting, and anyone interested in attending is welcome to do so. Please contact Gail Coville at ext. 1289 so we are aware of the numbers on the chance of handouts.

**Next Meeting:** Wednesday, February 18

**Education Topic:** *Raising Ethics Awareness: What is Ethics Anyway?*

**HERE’S WHAT THEY’RE SAYING ABOUT OUR BGH STAFF**

A group of RPN students just completed their September-to-December 2008 placement at Brockville General Hospital with Nicole Kirkby. Here are their comments!

What did you like the most about your clinical experiences at BGH?

- Anna wrote that there were “lots of good experiences, practised skills, learning.”
- Jason commented, “Lots of learning opportunities were extended to us; staff was good for calling us for catheters, wound care and lift practice.”
- Diana said she enjoyed “the chance to help clients get back on their feet.”
- Tania commented, “The staff was welcoming and willing to teach.”

The BGH employee who made your experience great was...

- Anna wrote: “Nicole Kirkby – when I needed new experiences, she was there to help me.”
- Jason said: “Nicole Kirkby”
- Diana said: “Michelle St. Pierre, Janet Caswell, and of course the clients I had were wonderful. (Michelle) was there when I needed help, with no questions asked – made me feel like part of the team.”
- Melissa wrote that “the first floor and the O.R. were amazing. Nicole was great – excellent instructing.”
- Tania commented: “The second-floor nurses. (Also) Nicole Kirkby – very knowledgeable and eager to teach.”

Overall this was a great learning experience because...

- Anna wrote: “I like being here.”
- Jason commented: “I think I have grown in my interpersonal relationships, and learned excellent client care from a great team!”
- Diana said, “Everyone is so helpful and is not afraid to answer, or help a student, or ask a student for help.”
- Melissa wrote that she had “education in many areas and plenty of opportunities.”
- Tania commented “of the staff being very willing and capable of teaching.”

Other staff that the students recognized and who helped to make their experience at BGH great included: Jody White, Jane Mitton, Cathy Knapp, Stacie Feig.

Thanks to all our staff who welcome students into our facility and take time to include the students as part of the caring team at BGH!

**FOUNDATION UPDATE**

The Brockville and District Hospital Foundation is losing a familiar face. Its office manager, Marianne Carlyle, who was instrumental in assuring a smooth transition during the amalgamation of the BGH and former St. Vincent de Paul hospital foundations, has left the foundation to resume full-time studies.

Melanie Kavanaugh has assumed the position of Office Administrator, Heidi Hudlass will now be working on special events, and we extend a warm welcome to Colleen Gray, the new Database Manager.

The 2008 Angel Tree of Remembrance Appeal successfully raised more than \$34,328 for Palliative Care services. This appeal would not have been possible without the assistance of the many individuals who volunteered to stuff and seal envelopes. Hats off to the Brockville General Volunteer Association!

The Cardiovascular Rehabilitation and Secondary Prevention Centre received a \$60,000 boost in December. This donation will help make the centre a reality.

The sale of Valentine coupons for the 1000 Islands Toyota Hole-in-One Shoot-Out are now on sale. Please stop by the foundation office on Ground Floor to purchase coupons for your special Valentine. A \$20 coupon entitles your valentine to a bucket of 27 balls.

**1000 Islands Toyota**

**\$ Million Hole-in-One Shoot-Out**  
 June 12<sup>th</sup> – 21<sup>st</sup>, 2009  
 at Sunnidell Golf

**VALENTINE'S SPECIAL**

*Purchase a bucket of balls for \$20  
 and receive 27 chances at  
 One Million Dollars*

**If you win a \$million...  
 Brockville General Hospital  
 wins a \$million too!**



**VOLUNTEER ASSOCIATION NEWS**

Volunteer Association President Marla Gilliland (*standing, right*) and Therapeutic Paws of Canada Volunteer Jane Hurd (*left*) delight Kathy Workman and BGH patients with their visiting Pet Therapy dogs Monty, the Golden Retriever, and Stanley, the Dachshund, every week. The sight of Monty and Stanley trotting down the hall at the Charles St. location never fails to bring a smile. Both have gentle, affectionate natures and are happy to be fussed over by everyone.



The Volunteer Association hosted the Silent Auction, part of the Palliative Care Telethon, at the Thousand Islands Mall January 22 to 25. The final figure is not yet in, but it is anticipated that the auction raised at least \$15,000 from more than 300 items. That figure includes almost \$3,000 that the Association raised by selling raffle tickets on a beautiful quilt, valued at \$2355, which was made and donated by Carole Moore. Volunteers sold tickets for several months, including at the auction, and were very pleased to raise that amount.

Approximately 90 volunteers took part in the auction, some working shifts on several days, 80 of them from the Volunteer Association, nine from the Palliative Care volunteer group, and one or two from the community. When including the volunteers who sold quilt tickets at stores around town during the fall, the figure climbs to over 100 people. This is remarkable, considering that the volunteers from the Volunteer Association and Palliative Care already regularly contribute their time to the hospital and responded to the request to give just a little bit more.

Volunteer buyers have just returned from the Gift Show in Toronto, and boxes of new spring merchandise will be arriving frequently. Keep an eye on the shelves in the gift shops at both sites to spot the new merchandise, and make your selections before it is snapped up!

## Is Weight Loss Stressing You Out? TAKE THE WEIGHT-LOSS EXPECTATIONS QUIZ

BY DEAN ANDERSON, FITNESS & BEHAVIOUR EXPERT

There's no doubt about it: Trying to lose weight can be a stressful thing! There's nothing like trying to stick to a "simple" weight-loss plan for bringing you face-to-face with the frustrating complexities of human nature and the limits of our rationality and willpower. And even when we **do** manage to do what we know we should, often our bodies seem to operate according to a different kind of math — where a 3500-calorie deficit doesn't always equal one pound of weight lost.

The unfortunate part is that this constant stress can make losing weight more difficult than it needs to be. Research shows that chronic stress can affect your metabolism, promoting fat storage and increasing cravings for sugary, high-fat "comfort foods."

There are many things you can do to manage this stress, ranging from yoga and meditation to a hot bath or a pleasant walk in the park. In this article, however, we'll focus on how certain very common expectations about weight loss can cause stress, and how you can adjust your expectations so that you're not stressing out about your own weight loss (or lack thereof).

### The Weight-Loss Expectations Quiz

To find out whether your expectations about weight loss may be increasing your stress levels, take the following brief quiz. Indicate whether you think the following statements are true or false. To benefit from this exercise, your answer should reflect how you *honestly feel most of the time*, NOT what you think the "correct" response might be.

1. I have taken a careful look at my eating and exercise habits, and I have a good idea of *what* I need to change and *how* I want to do it.
2. I have accepted the idea that I need to make permanent changes in my lifestyle to lose weight and keep it off permanently.
3. I will feel successful only if reach my weight loss goal.
4. I know that it took time to gain weight, and I believe it is best to try to lose the weight slowly.
5. I am working on weight loss now because *I* really want to, not because someone else thinks I should.
6. If I can manage to lose the weight, I think many other problems in my life will be solved.

7. I am willing and able to do a significant amount of physical activity on a daily basis, including planned exercise.
8. I can lose weight successfully with no slip-ups.
9. I am ready, willing and able to spend enough time each day planning and tracking my food intake and exercise activities.
10. If my weight loss slows down or stalls out, I usually lose my motivation and stop my program.
11. When I am having problems sticking to my plan, I usually get on the message boards or the phone and talk about it with other people.
12. I have many stressful situations in my life right now, but I'm determined to be successful at weight loss.

### Scoring the Quiz

Look at your answers to questions 1,2,4,5,7, 9 and 11, and give yourself **1** point for every **True** answer and 0 for every False. For questions 3,6,8,10 and 12, give yourself **1** point for every **False** answer and 0 for every True. Add your total points up to get your score.

*A high score (7-12 points) shows that your expectations about weight loss are more realistic and you are more likely to reach your goal.*

Each question you scored a zero for represents a misconception or unrealistic expectation that might be adding unnecessary stress to your weight loss efforts.

For example, a zero on Question 11 (you don't talk to others when you have trouble sticking to your plan) may indicate that you tend to keep problems to yourself, which can add even more stress to the difficulties you are already having.

Scoring zero on Question 8 (believing you can lose weight successfully without slipping up) may mean that you are unrealistically expecting perfection. Slip-ups are inevitable, but they also help you learn from your experience. Expecting to be perfect creates more stress when things don't turn out as desired. Plus, you will learn less about what does and does not work for you in different circumstances.

Likewise, a zero on Question 12 (determination for weight loss despite high stress in other areas of your life) may indicate that you don't fully appreciate the difficulties of trying to lose weight, or the importance of modifying your weight loss expectations when other aspects of life become difficult. Sometimes, just holding your own and not gaining (or regaining) weight is a very significant accomplishment!

*Cont'd*

Finally, the most important concept—if you scored a 0 on Question 6 (believing that weight loss will solve many other problems in your life), you may be expecting more than weight loss can deliver, setting yourself up for problems both now and after you reach your goal.

At least two negative things can happen when you start looking at weight loss as the “magic” solution to everything. First, this puts an awful lot of pressure on the daily ups and downs of your weight loss journey. Every slip-up, bad day or weight plateau becomes magnified in importance because, in your head, it is linked to so many other important things. You can imagine how much extra stress you generate if going over your calorie budget or skipping an exercise session has come to mean that the career or the relationship you want is that much further away.

Second, the belief that you have to lose weight *before* you can start living the life you want only keeps you from creating that life *right now*.

When healthy eating and exercise are just a *small part* of what you do to care for yourself, you’ll likely decrease stress and progress towards your weight loss goal. A big part of making a successful lifestyle change is putting your weight in meaningful perspective — and you can start doing that right now!

### **REVISED CODE OF CONDUCT**

BGH developed a new Corporate Strategic Plan in 2008, including a new vision, mission and core values.

In September 2008, a Task Group reviewed the BGH Code of Conduct to ensure consistency with the Hospital’s new Strategic Plan. The members of the Task Group were Christine Deault, Tiffany Flood, Maureen Fraser, Lee Anne Grattan, Shirley Lazurko, Dr. Rudy Novak and Sandra Thompson.

The revised Code of Conduct retains all of the essential elements of the original but is more concise. The new Code includes a commitment to a safe working environment, including the prohibition on abusive/aggressive behaviour and course language and the responsibility of all individuals to work in a safe manner.

Effective February 2009, the revised Code of Conduct will replace the old code. Thanks to the members of the Task Group for their work in updating the Code.

Maureen Fraser

## **INFECTION CONTROL**

### ***Do You Know Where to Find Infection Control Policies and Procedures?***

The most up-to-date versions of the Infection Control Policies and Procedures can be readily found on the BGH Hospital Intranet site.

Follow these simple instructions to get you to where you want to be:

- Go to Internet Explorer
- You should be at the Main Hospital Page
- Choose Departments
- Infection Control
- Policies and Procedures
- Choose a policy or go to ‘more’ for the complete list

You can also look up Fact Sheets and Brochures

- Choose Documents
- Pick Fact Sheets

You will find that a vast amount of information awaits you on the Infection Control Intranet site. Explore and learn something new! Find answers to questions you may have and didn’t know where to go for the answers.

### ***Remember the Number One Way to Stop the Spread of Infections is Through Proper Hand Hygiene!!!***

Submitted by Lise Ballantyne, Infection Control Coordinator