

sources of

leadership

knowledge

hope



ST. JOSEPH'S HEALTH CARE LONDON | ANNUAL REPORT TO THE COMMUNITY | 2002/2003

strength

spirit

dedication



Dedication

This year's Annual Report to the Community is dedicated to the St. Joseph's Health Care, London staff members and volunteers who continue to give so much of themselves to help manage SARS restrictions.

Thank you to our colleagues in public health and hospitals across the province.

Toronto area hospitals sustained a heavy personal toll, and to our colleagues there, we extend our heartfelt sympathy in the loss of co-workers and our appreciation for their extraordinary efforts.

Photo: Board Chair Ann Fleming and CEO Cliff Nordal, taken at Parkwood Hospital



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Welcome to this year's Annual Report to the Community. We are pleased to share stories that represent another year of caring and compassion on the part of St. Joseph's physicians, staff members and volunteers.

Through these pages, we also share stories of the patients, residents and clients who strive to overcome life's challenges. All are sources of qualities and strengths that are the fibre of this organization.

As we prepare our report, we are still managing the restrictions related to SARS. This provincial and international situation struck just prior to the end of our fiscal year. Its full impact on our health care system is not yet known, but we do know that without the leadership and commitment of hospitals and the efforts of frontline staff, things could have been much worse. We are honoured to dedicate this year's report to all those who responded at St. Joseph's and in hospitals across Ontario.

We thank God for sustaining us through another year of change and challenge – for enabling us to serve in His name and for the opportunity to make a positive difference. At St. Joseph's Health Care, London, we are privileged to bring the ministry of healing to people across Southwestern Ontario and beyond.

This year, we were pleased to demonstrate our accountability to those we serve in several ways. St. Joseph's achieved a three-year accreditation from the Canadian Council on Health Services Accreditation. This extensive review showed that our teams are delivering care using some of the finest standards and practice anywhere in Canada. Their innovation and continuous improvement efforts were particularly recognized by the council.

We were also pleased with this year's provincial Hospital Report, which revealed that in comparison to other similar hospitals, we are excelling in care, community relationships and financial performance despite the many challenges related to restructuring and funding.

The work to achieve a renewed hospital system continues. We are now in the middle of this massive change process in partnership with

our colleagues at London Health Sciences Centre. Our focus on this transition must continue even in the face of looming funding challenges. St. Joseph's Hospital is close to beginning construction on our new G.A. Huot Surgical Centre and Diagnostic Imaging Centre. At Regional Mental Health Care London and St. Thomas, we have created master plans for new facilities that at year-end will be put before the government for approvals. A renewed leadership structure and transition plan will support clients and staff throughout the next several years of transformation.

We congratulate our leaders, physicians and staff members at Parkwood Hospital for weathering months of renovation and movement to consolidate rehabilitation services and prepare for expanded complex care services. As we celebrate this year's accomplishments, we celebrate the Women's Christian Association of London's legacy at Parkwood Hospital. Through their stewardship and foresight, the next generation of care at Parkwood was made possible.

Mount Hope Centre for Long Term Care continues to refine its care delivery model in the face of ongoing financial challenges.

Specialized programs, including nursing education, were implemented.

Congratulations to the Lawson Health Research Institute for another successful year and for enabling our teaching and research mission, as well as our patient care delivery focus.

To our community, thank you for another year of support. Whether it was through our foundations, our volunteer programs or community partnerships, you remain an important source of encouragement.

In the spirit of community, in the pursuit of health.

Ann Fleming
Chair, Board of Directors

Cliff Nordal
President & CEO

2002/2003 Board of Directors

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Peter Kleinstiver
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Norma Nickle
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Joan Petrie
Father Michael Prieur
Dr. James Roth

inspiration



Bridging care across the city

When Janet Goudge was diagnosed with her first of two brain tumours 14 years ago, little did she realize how she would be touched by so many health care providers from numerous medical institutions across the city.

Janet is shown with Lana Rossi (kneeling), clinical coordinator, Brain Injury Outreach Program at Parkwood Hospital. Lana provides support and education to Janet, her family and caregivers around the challenges of living with a brain injury; Jay Myatt, rehabilitation therapist, Parkwood Hospital, centre, worked very closely with Janet to help her move forward and realize her potential after her injury; Fern Silva, registered nurse, Mount Hope Centre for Long Term Care, right, is responsible for Janet's day-to-day care needs.

Janet currently volunteers as a freelance writer with Linda Whitmore, communication consultant at St. Joseph's Hospital, left.

knowledge

Education – a key component of St. Joseph's future

As a teaching hospital, St. Joseph's Health Care, London acts as a training ground for many medical disciplines. In its new role as an ambulatory care centre, St. Joseph's Hospital will continue this vital relationship with the University of Western Ontario and Fanshawe College to ensure health care professionals receive the specialized hands-on training they require to best care for patients.

Dr. Ruth McManus, right, is one of many local clinicians who welcome medical students, residents and fellows into their inpatient and outpatient practices, thereby providing an environment where patient care skills can be fostered. Dr. McManus is shown here with endocrinology fellow Dr. Doreen Rabi.





excellenc



Rehabilitation on one site – a year later

When rehabilitation teams from across the city came together this past year at Parkwood Hospital, the vision was to create a centre of excellence in rehabilitation. The team has built on the fine traditions of rehabilitation work in London and capitalized on the opportunities that bringing together so many experts in one field create. It has been an exciting year of blending work cultures and strengthening care processes for patients.

The consolidation has reduced the fragmentation that previously existed in the rehabilitation system in London. Additionally, it provides a rich environment and the critical mass necessary for clinical research, student education and implementing best rehabilitation practices.

Shown here are some of the members of the stroke rehabilitation team at Parkwood Hospital.

Left to right: Dr. Robert Teasell, Wilma Comanic, RN, Darlene Vandesompele (physiotherapy), Colleen Churchill (social work), Lisa Carroll (occupational therapy), Caroline Tamse, RN, Patricia Jackson, RPN, Eileen Britt (coordinator), Jim Fisher (speech language pathologist).



Expressions through art

If art therapy isn't about arts and crafts and it isn't about an art therapist interpreting someone's work, just what is it? Alana Bresett, an art therapist from Regional Mental Health Care, London, works with adolescents to create an alternative communication tool that helps people put their feelings and emotions into a concrete form and assists them in finding their inner strength. For example, a sexual abuse survivor may pictorially communicate their traumatic experience and thereby reduce his or her isolation by sharing the burden with a trusted adult. Or someone who is experiencing delusions may be quite able to express their experiences through their art – which can help to 'ground' a person and bring them back to reality. The art shown was created by an adolescent art therapy client from Regional Mental Health Care, London.

hope



Shared care approach to mental health

For three family physicians in Port Stanley, the visit every six weeks or so from staff of the Crisis and Relapse Prevention Team, Regional Mental Health Care, St. Thomas is an opportunity to discuss treatment issues of their patients. These issues can often prove to be complex and time-consuming for family physicians to deal with.

For community physicians such as Dr. John Hofhuis, right, the team has been a stable resource for rapid response and treatment expertise for many years, enabling them to serve the diverse needs of patients. Dr. Hofhuis is pictured with Dr. Jim Mendonca from Regional Mental Health Care, St. Thomas.

teamwork



Leadership



Branching out to meet our mission and spiritual care needs

This past year the Spiritual Care Team has branched out in many new areas of the organization. In the Neurobehavioural Rehabilitation Centre, for example, staff and participants gather weekly to understand the reality of living with an acquired brain injury. They share their hopes, dreams, challenges and fears through conversation, multi-faith prayer, music, symbols and crafts. The outcomes of each session are tracked as part of the client's ongoing care plan. This innovative team continues to be a leader in its field through many avenues, including presentations at international conferences and city-wide educational initiatives.

Some of the Spiritual Care Team members are Tony Bidgood, Parkwood Hospital, Catherine Ascah, chaplain intern at Regional Mental Health Care, London, Father Pat Byrne, St. Joseph's Hospital, Dawn Dyer, Regional Mental Health Care, St. Thomas, and Katherine Davis, Mount Hope Centre for Long Term Care.

p



Excellence in the face of challenge

The entire province of Ontario is experiencing a shortage of anesthesiologists. A recent study revealed London's department of anesthesiology is severely understaffed in relation to the rest of the province.

The department is involved in many aspects of patient care, including the preadmission process, the operating room, post-anesthetic care and post-operative pain management. They are available to help with pain in labour and chronic pain states as well as critical care.

St. Joseph's Hospital site chief Dr. Jim Watson is part of a team of anesthesiologists that provides exemplary patient care and continues to foster excellence in anesthesia delivery in the face of these challenging times.

care

expertise



New PET-CT Scanner keeps LHRI at forefront of technology

Lawson Health Research Institute scientists in the field of imaging have always been on the forefront of technology, continuing to achieve significant Canadian and international imaging firsts. One of the most recent advances within the medical imaging community at St. Joseph's is a hybrid Positron Emission Tomography (PET) and Computerized Tomography (CT) scanner – the first of its kind in Canada.

Drs. Ting-Yim Lee and Frank Prato are seen at the PET/CT scanner, which will be used to study the causes and progression of heart disease, stroke, dementia, psychiatric diseases and cancer. Ultimately, it will help Lawson scientists and clinical partners to understand the underlying causes of these diseases and improve our understanding of disease management. It will help with patient rehabilitation, and perhaps eventually prevent the onset or recurrence of these diseases.





St. Joseph's Foundation – 25th Anniversary

St. Joseph's Health Care Foundation celebrated its 25th Anniversary in 2002 with reflections on past accomplishments and a strong vision for the future. The foundation and its many donors have played a monumental role in the achievement of significant milestones at St. Joseph's – the first MRI in Canada, one of three lithotripters in Ontario and the current capital campaign to support new facilities and equipment at St. Joseph's Hospital. As the health care landscape changes, the foundation is committed to helping St. Joseph's realize its new mandate in ambulatory care, specializing in chronic disease management and mental health care. The foundation has embraced this new direction and is positioned to face the future with passion and confidence.

Janet Froot, the current executive director, and John Murray, the foundation's first executive director, prepare to blow out the candles on the 25th Anniversary cake.

growth



Virtual hallucination simulation

The virtual hallucination simulation is an educational experience designed to create empathy for those with schizophrenia. Psychiatrists and individuals with the disease were interviewed about their own experiences or those of their patients. In the resulting tape, voices were recorded in an attempt to re-create a composite of these experiences – both in tone and content. These imaginings were then turned into life-like digital form. A software program was designed to simulate the realism and range of motion of images that patients with psychotic symptoms experience. For example, in a simulated “routine” visit to a psychiatrist, the participant looked through the eyes of a patient. Participants were distracted by images such as rats skittering across the floor and crows flying by. Cruel voices seemingly coming from every direction were heard while a virtual psychiatrist asked the patient questions.

The virtual hallucination experience was designed by Janssen-Ortho and is shared with mental health care providers across the country to help professionals like Barbara Warnock from Regional Mental Health Care, London understand the disease.

insight



Tai Chi classes at Mount Hope

Each Thursday afternoon, residents at Mount Hope Centre for Long Term Care gather for a little exercise. Tai Chi classes have been offered at Mount Hope for the past four years and have proven to be a popular form of recreation for residents. Laurie Weaver has been volunteering her time to help run the classes for residents such as Sandra Evans.

spirit



celebratio



Tuning in to the Parkwood Hospital Foundation

Thanks to the community's generous support of Parkwood Hospital Foundation's 2002 Season of Celebration campaign, patients and residents at Parkwood Hospital are now enjoying access to new 20-inch colour televisions. These units are also equipped with radio access, state-of-the-art speaker pillows and closed captioning.

Shown with hundreds of the old 13-inch televisions are, left to right, Joan McCarthy, campaign volunteer, Joan Picken, campaign volunteer, Chloe Mathieu, foundation staff, and Velva Crerar, resident.





The changing face of veterans

When we think of the term 'veteran', our minds naturally turn to elderly men and women who served our country in a war, many years ago. Today some of our veterans are young men and women returning home from peacekeeping and other operations around the globe.

In preparation for the next generation of caregiving, Parkwood Hospital has recently opened the Operational Stress Injury Clinic. This clinic was developed to treat Canadian Forces personnel and veterans who suffer from psychological stress injuries and other related disorders. These may result from operational deployment serving in war zones, on peacekeeping duties or in civilian disasters.

Pictured above are Lt. Stephen Gardiner and World War Two veteran and Dorchester Legion member, Arthur Greenwood.

pride



Being the best you can be

A wellness centre is currently being developed at Mount Hope Centre for Long Term Care. The centre will provide an enhanced range of therapies including art, music, therapeutic recreation, occupational and physiotherapy and restorative care. Residents will be helped to maximize functional abilities, achieve independence and develop creative abilities. One of the first of its kind in a long-term care facility, the Wellness Centre will provide all of this and more – allowing residents to be the best they can be. Development of the centre is strongly supported by the Mount Hope Fund, an arm of the Parkwood Hospital Foundation.

A win-win situation: Mount Hope residents Rod Fuller (on recumbent bicycle) and Deb Walker are as thrilled about the creation of the new Wellness Centre as rehabilitation assistant Paul Rooyackers.

innovation



collaboratio



Easier access to mental health care

It's the one door that could mean the difference between life and death to someone with severe mental illness. For members of the Southwest Mental Health Implementation Task Force, it's the one door they know they need to keep open and there's only one way to do just that – create as seamless a mental health system as possible – one that is based on a consumer-focused approach that provides better links and ease of access to services. For the past year and a half, more than 130 people from across Southwestern Ontario volunteered their time to develop an implementation plan that better responds to the needs of people in the Southwest. The membership of the task force reflected the geographic area and included members from general hospitals (including St. Joseph's Health Care, London), consumer/family representatives, community mental health agencies, First Nations, community physicians/psychiatrists, Community Care Access Centres, District Health Councils and local/regional business communities.

The task force report is now before the Ministry of Health and Long Term Care for approval.

From left to right: Bruce Brown, Linda Millard, Dr. Beth Mitchell, Vince Curruthers and Sandy Whittall.



Year in Review 2002/2003

2002/APRIL

St. Joseph's Health Centre Auxiliary celebrates 75th anniversary • Kim Spriet initiates the first annual Run for Retina Research, which raises more than \$25,000 in support of research at the Ivey Eye Institute • Parkwood Hospital Foundation and St. Joseph's Health Care Foundation join forces in their first event – Laughing Matters raises more than \$11,000

MAY

Post-traumatic stress disorder symposium takes place at Parkwood Hospital • Health Minister, Tony Clement comes to St. Joseph's Hospital to announce \$43.4 million in new capital funding

JUNE

The Labatt 24-Hour Relay celebrates its 15th year with \$330,000 in support of St. Joseph's Health Care, London and London Health Sciences Centre • Retiring Bishop John Sherlock honoured at St. Joseph's Health Care Annual Meeting

JULY

The Urology Centre receives \$40,000 from the 2002 Sunningdale Central Tire Golf Classic hosted by the SJHC Foundation

AUGUST

Pathology program transferred to LHSC

SEPTEMBER

President and CEO Cliff Nordal is elected to Catholic Health Association of Ontario Board of Directors • St. Joseph's Hospital hosts International Dementia/Pick's Disease Conference • Drs. John Denstedt and Steve Pautler broadcast live surgical cases by satellite to Mt. Tremblant, Quebec • demolition begins on old Psychiatric Institute for Veterans (PI) on Parkwood Hospital site • Lerner and Associates donate more than \$350,000 to London Hospitals

OCTOBER

SJHC accreditation takes place • Parkwood Hospital Foundation's Tribute event celebrates its 10th anniversary • St. Joseph's Hospital is designated as an official breast assessment centre affiliated with the Ontario

Breast Screening Program • Armatec Survivability Corporation makes a gift of \$50,000 in support of the PET/CT scanner • The St. Joseph Foundation's Annual Dinner raises close to \$80,000 in support of the new G.A. Huot Surgical Centre

NOVEMBER

SJHC Foundation and LHSC Foundation celebrate a joint gift of \$250,000 from Engineered Air

DECEMBER

More than 3,000 people help launch 2003 as The Year of Healthy Living at New Years Eve in Victoria Park • St. Joseph's Health Care Foundation celebrates its 25th Anniversary

2003/JANUARY

Parkwood Hospital Redevelopment Project is complete • Novartis Ophthalmics makes a lead gift of \$50,000 toward the purchase of a second digital retina fundus camera for the Ivey Eye Institute • Patients and residents at Parkwood Hospital receive access to new 20-inch televisions, thanks to the generous community support of the Season of Celebration campaign

FEBRUARY

First ever healthy living fair takes place
• Keith Hayes, LHRI researcher, receives funding to establish a spinal cord injury registry • SJHC receives about 5.5% less than required funding under Ontario Third Party Review

MARCH

SJHC Foundation exceeds its goal of \$853,000 for the new outpatient clinic in the Urology Centre • Parkwood Geriatric Day Hospital celebrates 25th anniversary • 2 Perth Dementia Care reopened by Minister of Veteran's Affairs
• SARS restrictions hit Ontario hospitals



Visit our web site: www.sjhc.london.on.ca

For additional copies of the report, complete financial statements, salary disclosure information or other information, please call Communication & Public Affairs at 646-6034.

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