



Catholic Health Care in Ontario

The Quarterly

We care for you ~ body, mind and spirit



A quarterly newsletter of the Catholic Health Association of Ontario

April 2015

Physician-Assisted Suicide

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The Supreme Court decision that would seem to open the door to physician-assisted suicide brings into focus the need to present palliative care as a compassionate, effective and caring alternative to this extreme act. Following the Supreme Court decision the Canadian Conference of Catholic Bishops issued a statement that said in part, “*The Bishops of our Country invite Canadians, especially Catholics, to do all they can to bring comfort and support for all those who are dying and for their loved ones, so that no one, because of loneliness, vulnerability, loss of autonomy or fear of pain and suffering, feels they have no choice but to commit suicide*”.

CHAO is conducting a survey of its members to obtain an understanding of the footprint of palliative care services offered by Ontario's Catholic health care providers. This we believe will be invaluable information when we become engaged in the debate on this extremely emotional topic; proponents of physician-assisted suicide might legitimately ask, “If you don't condone suicide, what are you doing to provide an effective alternative?” We encourage you all to respond to the survey.

In addition, the CHAO 2015 Convention-September 30-October 2- will have as its theme, *Comfort. Love and Mercy: the Palliative Care Alternative*. Featured presenters and thinkers on this infinitely complex issue are Sr. Nuala Kenney, Cardinal Thomas Collins and Dr. Jose Periera, Head of the Division of Palliative care at The Ottawa Hospital and Bruyere Continuing care. Please plan to attend so that you can be involved in and informed about this important issue.

Regards,



Ron Marr
President



David Nash
Chair

Catholic Health Care in Ontario

We care for you — body, mind and spirit.

Les soins de santé catholiques en Ontario

On prend soin de vous ~ cœur, corps et esprit®

Around the Province

Wisdom of the Heart: Marking World Day of the Sick

It was a time to pray and reflect. On a snowy Wednesday morning, staff and residents at St. Joseph's Mount Hope Centre for Long Term Care came together to celebrate World Day of the Sick. Held in the Our Lady of Hope Chapel, the service was graced with the sweet voices of children as the grade six students from St. Mary School Choir and Orchestra Program sang hymns.



Father Peter Poel, a priest at St. Joseph's, focused on Pope Francis's World Day of the Sick message which centred around the *wisdom of the heart* theme. While it can be difficult at times to be a caregiver, it can be very meaningful, especially on a spiritual level, he explained. We can grow the wisdom of the heart through caregiving—giving us a way of seeing things infused by the Holy Spirit.

“To me, it is very important for people who are sick or elderly to not look upon themselves as a burden to caregivers, but rather to remember the meaning that it can give to those people in their lives; the way it can actually transform their lives,” said Father Poel.



Fr. Peter Pole and
Rita Mottram

Present at the ceremony was Mount Hope resident Rita Mottram, a retired Registered Nurse. She enjoys coming to the World Day of the Sick ceremonies when they are held at Mount Hope (every other year). “It gives me the strength to get through the ups and downs of life and live in peace,” she said softly. “It also allows me to reach out to others and let them know I understand what they are going through—that there are others who care for them, not just the staff.”

World Day of the Sick is an annual ceremony, held on February 11. Initiated by Pope John Paul II in 1992, it reminds us to pray for those who are sick, and to recognize and honor all

St. Michael's Hospital and Toronto Public Library launch Reach Out and Read program to promote childhood literacy.

In addition to flu shots and vitamins, family doctors at St. Michael's Hospital are now prescribing books to their youngest patients.

The hospital's Department of Family and Community Medicine and the Toronto Public Library have launched one of the first Reach Out and Read programs in Canada, and the first connected with a Canadian hospital.

Reach Out and Read is a three-part literacy promotion program developed by pediatricians and early childhood learners in Boston, with a special emphasis on low-income families.

St. Michael's

**Inspired Care.
Inspiring Science.**

During regular well-child checkups for children ages 6 months to 5 years, Reach Out and Read physicians and nurse practitioners talk to parents about the importance of reading aloud to their children. They give each child a developmentally appropriate book and they maintain a well-stocked library in their waiting rooms. By the time a child in the Reach Out and Read program at St. Michael's Hospital enters kindergarten, he or she should have a home library of at least five books.



In addition, at their first visit, families will be given a Ready for Reading kit from the Toronto Public Library so that they can bring early literacy tools and resources into their homes to create a literacy-rich environment. The Ready for Reading kit includes the library's award-winning resource guide, "Let's Get Ready for Reading: A fun and easy guide to help kids become readers," filled with research-based tips, activities and recommended reading, developed by expert children's librarians.

The program builds on the unique relationship between families and their health-care teams at one of the most critical developmental periods in a child's life.

"Ninety per cent of brain development occurs in the first five years of life, making this a critical time for learning," said Dr. Laurie Green, a family physician who spearheaded the project with Dr. Kathryn Dorman, a resident in family medicine.

"Many children, especially those from low-income families, experience barriers to reading at home and miss the opportunity to acquire fundamental reading and language skills. This has a negative impact on their language development and can lead to challenges throughout their educational years and beyond," said Dr. Green.

Around the Province

The new “Front Door” at Waypointe

It has been a little more than a year since Waypoint’s Central Intake Office began operations. The new “Front Door” provides a centralized access point to Waypoint’s Regional Programs and Services. Over the past fifteen months the Central Intake Office has succeeded in enhancing accessibility, and the experience for those referred to Waypoint for service or assistance in navigation to the right resource.



The journey began in 2011 when Waypoint clinicians and leaders engaged in a major LEAN event to review the hospital’s intake process. The findings were astonishing; 15 intake portals each with a phone and fax number as well as 27 different referral forms. Accessing services at Waypoint was confusing, cumbersome and difficult to navigate.



The objective for the new “Front Door” was to create one access point where people could connect to expert services that foster healing and inspire hope. “Our goal was for someone to be there to answer the call,” said Annalee King, Patient/Client Flow and Central Intake Coordinator (A). “We wanted to ensure that our community partners, referral agencies and customers are navigated to the most appropriate program or service; enhancing their experience and ultimately improving accessibility in a timely way for the patients we serve.”

The project began to take shape in 2013 under Annalee’s leadership through engagement with community partners, Waypoint’s Regional Programs and Services and best practice literature. Along with the Central Intake team of skilled clinicians, who have clinical experience in mental health intake and system navigation, Annalee developed standardized processes and practices that align with the mission and values of Waypoint; caring, respect, innovation and accountability.

On September 16, 2013, Waypoint’s Central Intake Office opened and forever changed access to services for the Waypoint Regional Division, becoming known as “the Department of First Impressions”. Since the launch of the Central Intake Office, there have been over 2700 referrals received and countless phone inquiries.

Dr. Leah Skory, a Barrie family physician, said during an NSMLHIN Care Connections presentation “I didn’t have to worry about where to refer the patient because they used

Around the Province

Adult Eating Disorder Clinic at Hotel Dieu Hospital, Kingston

One clear message prevailed when mental health experts at Hotel Dieu Hospital marked Eating Disorders Awareness Week (EDAW) Feb. 1-7: talking saves lives.

“The sooner help is found, the better the outcome,” says Dr. Brad Mac Neil, a clinical psychologist in the Adult Eating Disorders Clinic at Hotel Dieu.

“People need to understand that an eating disorder isn’t just a phase or that trying to achieve that perfect weight can actually be making you very sick.



“We want to talk about the support available to get people past the stigma and silence that affect those living with a diagnosed eating disorder or struggling on their own.”

Dr. Mac Neil and his colleagues hosted an Open House in Hotel Dieu’s Adult Eating Disorders Clinic. Community members toured the clinic, heard about its treatment program and joined in discussions on topics that included healthy body image and men and eating disorders.

“Men also struggle with eating disorders but only a small fraction seek help because they assume that treatment services exist only for women,” he says. “They end up undiagnosed or under-diagnosed, so we need to raise awareness about their options.”

Men comprise only two per cent of the clients served in the Adult Eating Disorders Clinic, which sees 100 to 150 clients annually. About 30 per cent are college or university students, says Mac Neil.

Other events included a Friends & Family session (for family and friends only of patients currently in the eating disorders program) and, throughout the day, Northern Smash!—a chance to drop off those tyrannical bathroom scales in the main lobby or the Eating Disorders Clinic.

“People can write a message of encouragement or recovery on the scales before we give them a good smash,” says Mac Neil. “It’s another way to raise awareness around weight-based stigma and body image.”

The face of health care delivery is changing. As religious leaders retire from Catholic organizations, lay trustees and administrators are assuming responsibility for carrying forward the mission and the legacy of the founding Sisters. This responsibility calls them to understand and then advocate on behalf of faith-based health care. In the process they discover that mission leadership in the Catholic tradition, has everything to do with being a Good Samaritan.



CHAO's Mission Leadership Program does not duplicate or replace governance programs offered by groups like the Ontario Hospital Association or Ontario Association for Non Profit Homes and Services for Seniors. Instead, the CHAO *Mission Leadership* program complements these generic governance programs by providing opportunities for trustees and administrators to discuss, listen and debate important governance issues facing Catholic health care organizations. Following the program, participants will be encouraged to bring the insights they gain into their on-going Board work and to discern how the mission and vision of their organizations influences their work and affects their decision making.

Program Objectives

- Support the ability of boards to make decisions that take into consideration the value-added contribution of Catholic health care
- Highlight the values upon which Catholic health care institutions were built
- Consider the ways in which these essential elements of Catholic health care are integrated into daily decisions and actions of CHAO members

Program Features

- Flexibility: Directions are provided for running the sessions as part of a Board retreat, special meeting, or as a section of a regular board meeting with lengths ranging from 30 minutes to two hours
- 'Plug-and-Play': The package comes with everything you need for a successful session including a facilitator guide, articles, case studies and video interviews featuring some of today's most respected health care leaders
- Support for delivery: The modules are designed so that you can conduct the sessions using someone from your board or staff, however, CHAO will provide facilitators from the Centre for Clinical Ethics and Esprit Inc. (Dianne Moser) for those organizations that would prefer that support.

Your next step

If you think your board members could benefit from this educational opportunity, please contact Ron Marr at chao@bellnet.ca or 905 8151955.

People in the News

CHAO and Sponsors representatives meet with Assembly of Catholic Bishops of Ontario

Ron Marr, David Nash (St. Joseph's Health Care Society, London), John Woods (St. Joseph's Health System), John Ruetz (Catholic Health Corporation of Ontario) and Robert Stewart (Catholic Health International) met with Ontario's Catholic Bishops March 11th at the latter's plenary session. The delegation was invited to meet with the Bishops to provide our Church leaders with a primer on the organization and state of Catholic health care in the Province and to afford an opportunity to discuss topical issues such as the Supreme Court's decision v.a.v physician- assisted suicide. Health and Long-term Care Minister, Dr. Eric Hoskins, was also invited to attend, giving a very reassuring talk on the valued place of Catholic health care in the Province's health care tapestry.

The Francis Factor and the People of God

Well known Australian theologian, author and CHAO Convention speaker, Fr. Gerry Arbuckle, has written a new book entitled, "The Francis factor and the People of God." In his book, Fr. Arbuckle suggests that with Pope Francis' being head of the Church has allowed suppressed grief to be expressed in a number of ways giving the Church new energy and opening it to renewal. He describes what has been happening in the Church since Vatican II, concentrating on those institutions and religious expressions that prospered immediately after the Council but have faced difficulties since. The book is available from Garrett Publishing.



Editor's Note: Thank you for reading the CHAO Quarterly Newsletter. If you have comments, suggestions, news items and/or items of interest to submit, please send them to me directly or through your communications coordinator.

Next edition, July 2015 Submission deadline, June 24, 2015

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