



The *Great* Canadian
Catholic Hospital History Project

Documenting the legacy and contribution of the
Congregations of Religious Women in Canada,
their mission in health care, and the founding and operation of Catholic hospitals.



Projet de la *Grande* Histoire
des hôpitaux catholiques au Canada

Retracer l'héritage et la contribution des
congrégations de religieuses au Canada,
leur mission en matière de soins de santé ainsi que la fondation et l'exploitation des hôpitaux catholiques.

**Champions of Care
Getting to Know St. Joseph's Hospital
A Teaching Hospital of McMaster University**

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Champions

of Care



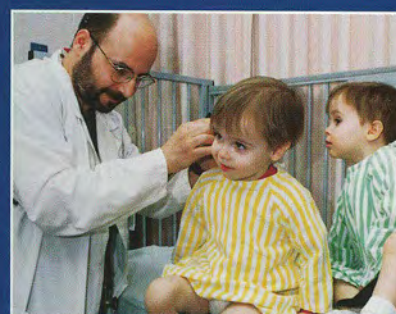
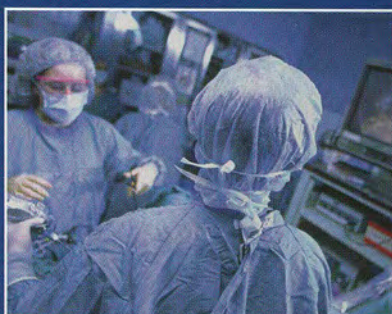
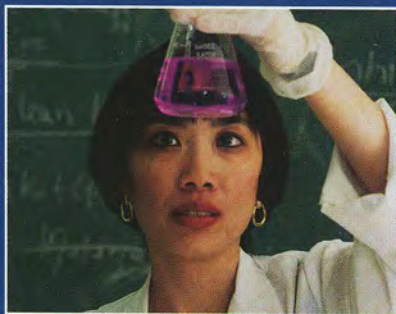
GETTING TO KNOW ST. JOSEPH'S HOSPITAL

A Teaching Hospital of McMaster University



St. Joseph's Hospital, Hamilton, Ontario

of Care



■ *St. Joe's Provides a Special Kind of Caring*

To people in Hamilton-Wentworth, St. Joseph's Hospital is simply known as St. Joe's. And for 110 years now, it has consistently demonstrated how modern-day medicine and optimum quality of life are most effectively delivered through a blend of science and human caring.

Today, St. Joe's exemplifies excellence in health care and is a source of leading-edge medical research and health sciences technology. It is one of Canada's premier teaching hospitals. It boasts one of the busiest Emergency and Maternal/Newborn departments in the province. It is a major centre for numerous programs, including Respiratory Care, Kidney Transplantation and Dialysis, Head and Neck Cancer Surgery, Thoracic Surgery, and Emergency Psychiatry. It is expanding specialties, such as Mental Health, Complex Continuing Care, and Rehabilitation.

Most importantly, while health care institutions across the country are increasingly focusing on the "business" of medicine, St. Joe's remains true to its original mission: to provide a reassuring combination of health care and spiritual comfort to all patients - never losing sight of the healing benefits of human compassion.

This booklet provides a detailed overview of the comprehensive programs and services at St. Joseph's Hospital. There are three main areas discussed - the main St. Joseph's Hospital site, the St. Joseph's Community Health Centre site and the Father Sean O'Sullivan Research Centre. We hope you find this booklet useful and informative.

If you require further information, please feel free to contact our Marketing and Community Relations Department at (905) 522-1155 or visit our website at www.stjosham.on.ca.

Index

■ ST. JOSEPH'S HOSPITAL

St. Joseph's Hospital Overview.....	02
Academic Partnerships.....	04
St. Joseph's Hospital Facts and Figures.....	05
<i>Programs and Services</i>	
Academic Services.....	06
Anxiety Treatment and Research Centre.....	06
Building Services.....	06
Cardiac Care Unit (CCU).....	06
Centre for Minimal Access Surgery (CMAS).....	07
Chest Program.....	07
Child Health.....	07
Communications Disorder.....	08
Continuing Care Unit.....	08
Diagnostic Services.....	08
Electro-Diagnostic Services (EDS)	09
Emergency.....	09
Environmental Services.....	09
Firestone Institute for Respiratory Health (See Father Sean O'Sullivan Research Centre)	28
Finance.....	10
Foundation.....	10
Gastrointestinal Program.....	10
General Internal Medicine.....	10
Hamilton Women's Detox Centre.....	10
Hamilton Regional Laboratory Services.....	11
Head and Neck Program.....	11
Health Records.....	11
Human Resources.....	11
Information Desk.....	11
Intensive Care Unit (ICU)	12
Kidney and Urinary Program.....	12
Laboratory (See Hamilton Regional Laboratory Services).....	11
Library Services.....	12
Maternal Newborn Program.....	13
Management Information System (MIS).....	13
Mental Health Program.....	14
Musculoskeletal Program.....	14
Nutrition and Hospitality.....	14
Occupational Therapy.....	15
Operating Room.....	15
Outpatient Services.....	16
Parking.....	17
Pastoral Services.....	17
Peri-Operative Program.....	18
Pharmacy-Inpatient (See St. Joseph's Inpatient Pharmacy).....	19

Pharmacy-Retail (See St. Joseph's Retail Pharmacy).....	20
Physiotherapy.....	18
Public Relations and Marketing.....	18
Registration.....	18
Research.....	18
St. Joseph's Centre for Acute Injury Rehabilitation.....	19
St. Joseph's Inpatient Pharmacy.....	19
St. Joseph's Retail Pharmacy	20
Security Department.....	20
Social Work.....	20
SPD.....	20
Stores and Receiving.....	20
Telecommunications.....	20
Volunteer Association.....	21
Volunteer Services.....	21

■ ST. JOSEPH'S COMMUNITY HEALTH CENTRE

Overview.....	22
Baby's Best Start.....	24
C.A.T.C.H.....	24
Communication Disorders.....	24
Bereavement/Grief (See Pastoral Services)	25
Chiroprody.....	24
Consumer Health Information Service.....	24
Continence Program.....	24
Community Nutrition.....	24
Diabetes.....	24
Diagnostic Services.....	24
Family Asthma Education Program.....	24
Food Services.....	25
Health for Older Adults Program.....	25
Mental Health Services.....	25
Pulmonary Reactivation.....	25
St. Joseph's Family Medical Centre (Formerly First Place Family Medical Centre).....	25
Stay Well Program.....	25
Specialty Clinics.....	26
Temper Management.....	26
Urgent Care.....	26
Volunteers.....	26

■ FATHER SEAN O'SULLIVAN RESEARCH CENTRE.. 27

St. Joseph's Hospital History.....	30
Mission Statement.....	32
Foundation Mission & Goals.....	33

*A tradition
of excellence
in patient care
has been the
trademark
of
St. Joseph's
Hospital for over
100 years.*



St. Joseph's Hospital

Champions of Care

St. Joseph's Hospital opened its doors on June 11, 1890, as a 25-bed general hospital. The Sisters of St. Joseph, who came to Hamilton in 1852, founded this hospital with their compassion, and commitment to caring for those whom society had cast aside - the sick, the poor, and the dispossessed - and formed the cornerstone of the Hospital's mission.

Today, St. Joseph's Hospital is a member institution of the St. Joseph's Health Care System and is a 400-plus bed teaching hospital (soon to grow to more than 700 beds) affiliated with the Faculty of Health Sciences at McMaster University, and Mohawk College. There are approximately 3000 staff. It is the busiest, single acute hospital site in Hamilton-Wentworth.

ST. JOSEPH'S HOSPITAL'S MAJOR PROGRAMS INCLUDE:

- **Kidney and Urinary** - home of the regional dialysis and kidney transplant programs.
- **Chest** - internationally recognized for research in chest and allergy disease.
- **General Internal Medicine** - highly rated clinical teaching unit focusing on acute medical care and gastric assessment.
- **Muskuloskeletal** - major joint replacement program (hips and knees) and rheumatology (arthritis and osteoporosis) with recognized research expertise.
- **Maternal Newborn** - 50% of Hamilton-Wentworth women choose St. Joseph's Hospital for delivery of their babies. Host site for Canada's first Midwifery Program.
- **Community Services** - Greater than 100,000 ER/Urgent Care visits per year and the focus of the regional Emergency Psychiatric Service.
- **Perioperative Services** - major site in Hamilton-Wentworth for surgical services and cancer surgery.
- **Critical Care/ICU** - state of the art intensive care unit.
- **Head & Neck Surgery** - regional centre for complex head and neck surgery.
- **Laboratory Medicine** - regional centre for virology, toxicology and parasitology.
- **Gastrointestinal Med/Surg** - medical/surgical program with a focus on laparoscopic surgery.
- **Children's Health** - strong ambulatory program serving children, adolescents and families.
- **Mental Health** - extensive acute inpatient, emergency and ambulatory services; expanding to include tertiary and rehabilitation services.
- **Ophthalmology** - regional centre for the surgical treatment of complex retinal conditions.



St. Joseph's Hospital has grown in both size and stature to become one of Ontario's premier teaching hospitals. The hospital also operates St. Joseph's Community Health Centre, an outpatient facility supporting the health care needs of the residents of Stoney Creek, East Hamilton, and the broader Hamilton-Wentworth Region.

As part of its ongoing commitment to innovative clinical research, St. Joseph's has established the Father Sean O'Sullivan Research Centre. Researchers at the Centre have received international recognition for their work in chest and lung diseases, musculoskeletal diseases, kidney and urinary disease, and optimal drug therapy.

The Firestone Institute for Respiratory Health at St. Joseph's is largely responsible for the ranking by the International Scientific Institute of McMaster University's respiratory research as the second most influential in the world, surpassed only by the National Institutes of Health in the United States.

*St. Joseph's Hospital and Community Health Centre:
leaders in integrated health care, while never forgetting
'It is an honour to serve the sick'.*

*St. Joseph's
Hospital
and McMaster
University*

*Partners in
Clinical Care,
Research and
Education*



St. Joseph's Hospital

Champions of Care

■ PROVIDING CLINICAL CARE, RESEARCH AND EDUCATION

St. Joseph's Hospital, Hamilton is one of the key clinical and research campuses of McMaster University, Faculty of Health Sciences. The Faculty of Health Sciences at McMaster was founded in 1965 and gave birth to a medical school so different that it sent ripples throughout the educational world. This model of problem-based, self-directed learning for doctors, nurses and other health professionals and models of research which asked questions that impacted on the broader health of the population as well as on the health of the individuals, fundamentally changed how young people are trained in medicine, nursing and other disciplines and how research is undertaken. St. Joseph's Hospital was McMaster's first teaching hospital. Since that time, our mutual commitment to clinical service, education and research has grown and our community has benefited.

■ WORLD CLASS PHYSICIANS AND SCIENTISTS PROVIDE LEADING EDGE PATIENT CARE

One of the many benefits of being a teaching hospital is the ability to attract world class physicians and scientists. Thanks to the affiliation with McMaster University, residents of Hamilton-Wentworth receive care from physicians, nurses and other health professionals who are the leading practitioners in their field across the world.

In addition, thanks to the research and evaluation these leading health professionals are undertaking, we are able to determine the care we are providing is based on the best evidence and that each and every day we are testing our approach against new findings in research from across the world. That means, residents of Hamilton-Wentworth receive the best care at the best cost with the best outcomes.

As a teaching hospital, we have the opportunity to evaluate young trainees and make sure that we select those who are the best in their profession to remain in our community. Thanks to this privileged position, we are able to attract and retain the brightest and the best. That means, building a team of people who are balanced in terms of their seniority, their approach to clinical practice, their contributions to education and research, and the synergies which exist among them.

■ RESEARCH AND EDUCATION POSITIVELY IMPACT OUR LOCAL ECONOMY

Another advantage to this region of having a vibrant education and research partnership such as that which exists between St. Joseph's Hospital and the Faculty of Health Sciences at McMaster University and Mohawk College is the impact on our local economy. Research is a very major driver in this community and results in a significant number of jobs; those jobs result in a significant stimulation to our local economy. Thanks to research, Hamilton has enjoyed the Father Sean O'Sullivan Centre at St. Joseph's as well, the broader Faculty of Health Sciences receives research funding in excess of \$40 million dollars and that translates into many jobs.

Health and education are the number one employers in the Hamilton-Wentworth Region. That is due in no small part to the success of the partnership between St. Joseph's Hospital and the Faculty of Health Sciences at McMaster University. The private sector as well as internationally recognized granting agencies have invested in McMaster and St. Joseph's because they believe the return on investment will be new discoveries which influence and impact on health and well being. That means new drugs, new technologies, new approaches to surgery, and new models to assess whether or not what we are doing has the best possible outcome for the patient. In addition, we are asking questions about the basic mechanisms of disease at the level of the cell, molecule and the gene.

■ LOCATION

In downtown Hamilton on Charlton Avenue between James and John streets.

- St. Joseph's Hospital is the largest, busiest, single hospital site in Hamilton-Wentworth.
- St. Joseph's Hospital has the busiest Emergency Department in the region, and St. Joseph's Community Health Centre - Urgent Care Centre is the second busiest emergency/urgent care department in the region. There are over 350,000 patient visits to St. Joseph's Hospital each year.
- If St. Joseph's Hospital were located in Toronto, it would be the third largest hospital in Toronto, smaller only than The Toronto Hospital and Sunnybrook Health Sciences Centre.

■ ST. JOSEPH'S HAS

- 51% of all births in the region
- Over 43% of inpatient respiratory patients in the region
- 51% of inpatient kidney and urinary patients
- 42% of all emergency/urgent care visits
- 27% of musculoskeletal inpatients
- 30% of gastrointestinal inpatients

■ OTHER INTERESTING FACTS:

- St. Joseph's Hospital is 986,000 sq. ft. in size.
- St. Joseph's Community Health Centre is 90,000 sq. ft.
- There are approximately 50,000 visits to the Emergency Department each year, and over 42,000 visits to Urgent Care at the Community Health Centre.
- There are over 3800 births a year at St. Joseph's Hospital.
- St. Joseph's Hospital's Operating Room has 12 surgical suites and two cystoscopy rooms, which provide elective and emergency care to the community on a 24-hour basis. The Operating Room provides regional surgical support to several areas including renal transplant, head and neck, cancer and retinal surgery.



Champions of Care

St. Joseph's Hospital - Programs and Services

■ ACADEMIC SERVICES

St. Joseph's Hospital and Community Health Centre are committed to contributing to health education and research related to disease prevention, evaluation of new health care delivery models and consumer education. Through our affiliation with McMaster University and Mohawk College in Hamilton, we provide a wide range of interdisciplinary educational training opportunities for future health care professionals, in both acute care and ambulatory settings.

As a major teaching hospital, we give priority to learners registered with the Faculty of Health Sciences, McMaster University, and Mohawk College of Applied Arts and Technology.

Features:

- In excess of 30 different disciplines and professions utilize SJH (and its affiliated sites) as a teaching and learning centre
- Learners are on site 24 hours a day, seven days a week
- SJH offers a unique model of ambulatory care educational opportunities consistent with the requirement of the various professional colleges and associations
- Establishment of endowed and academic chairs, in collaboration with Faculty of Health Sciences, McMaster University (Mental Health, Respiriology and Surgery)

As an academic centre, our researchers and scientists contribute to a growing body of knowledge in community health, health promotion, and clinical effectiveness. Through research, we will better understand how our health resources will best be allocated to achieve the best health outcomes for the individuals, families and communities we serve. Our research initiatives are supported by the Father Sean O'Sullivan Research Centre and McMaster University.

■ ANXIETY TREATMENT AND RESEARCH CENTRE

The Anxiety Treatment and Research Centre focuses on the assessment and treatment of patients who have been diagnosed with specific anxiety disorders such as obsessive compulsive disorder, social phobia (social anxiety disorder), and panic disorder with and without agoraphobia. Patients must be referred by their family doctors. The Centre is headed by Drs. Martin Antony (Director), and Richard Swinson (Psychiatrist-in-Chief), who are internationally recognized for their work in this field.

The Anxiety Treatment and Research Centre has a multidisciplinary staff including professionals who are trained in psychology, psychiatry, and social work, as well as students from these and other fields.

Some specific topics of research include:

- Psychological treatments for social phobia and obsessive compulsive disorder
- Classification and assessment of anxiety-related problems.
- Subtypes of obsessive compulsive disorder
- Psychological factors (e.g. thinking styles) underlying anxiety disorders
- Genetics of obsessive-compulsive disorder
- Brain function and panic attacks
- Relationship between mood and anxiety disorders

The Centre has also established an "Anxiety Disorders Bookstore" in the Retail Pharmacy at St. Joe's.

■ BUILDING SERVICES

This Department looks after all facets of the building structure and services-water, electricity, heat/cooling, ventilation, lighting, medical gases, medical vacuum, fire alarms, communication, etc.

They also look after repairs to equipment that operate throughout the building such as: patient beds, sterilization equipment, chairs, tables, pneumatic tube system for transportation of information, electrical switch-gear, doors and door control, and many more.

The department provides cost analysis and project control for renovation and other construction projects and repair and décor of the structure is a function of the department. Staff include many tradesmen of various skills.

From turning on a tap for water to supporting operation for some of the most sophisticated diagnostic equipment, Building Services interacts with these functions.

■ CARDIAC CARE UNIT (CCU)

This eight-bed unit provides intensive coronary care to patients presenting with myocardial infarction (heart attack), unstable angina (chest pain), congestive heart failure and arrhythmia, alone or in conjunction with other disease processes such as kidney failure. Patient care is provided by a multidisciplinary team that includes cardiologists, internists, specialized nursing staff, pharmacists and others. Adjacent to the CCU is the 18-bed Cardiology Ward where patients are transferred to complete their convalescence prior to discharge.

In addition to providing care to patients presenting at St. Joseph's Hospital and Community Health Centre, patients are referred from the southeast-central Ontario region. Approximately 1,000 patients are admitted to the CCU each year.

The cardiac program is part of the Regional Cardiology Program of McMaster University. As part of St. Joseph's ongoing commitment to education, students from disciplines such as medicine, nursing, pharmacy and occupational health are part of the care delivery team. Research projects are always in progress and the results lead to immediate implementation of evidence-based practice.

Investigative tests are done on site. Some referrals are made to the Heart Investigation Unit at the Hamilton Health Sciences Corporation.

■ CENTRE FOR MINIMAL ACCESS SURGERY (CMAS)

The new Centre for Minimal Access Surgery (CMAS) offered in cooperation with McMaster University provides a variety of multi-disciplinary health care courses for surgeons and nurses focussing on the issues and techniques of minimal access surgery. Located in the Fontbonne Building, the Centre includes state-of-the-art surgical skills training equipment, instruments and video-conferencing facilities.

■ CHEST PROGRAM

St. Joseph's Hospital is the regional referral centre for respiratory medicine and thoracic surgery, providing a full range of diagnostic medical, surgical, therapeutic and palliative services. An extensive academic and research program is intertwined within the chest program, and with McMaster University. In addition, the Firestone Institute for Respiratory Health is internationally renowned for its research.

Inpatient features:

- Types of conditions include: asthma, COPD, pulmonary failure, bronchiectasis, tracheostomy, lung volume reduction surgery, pneumothorax, cystic fibrosis, tuberculosis, pneumonia, ALS, lung cancer, and esophageal disorders requiring surgical intervention.

Ambulatory features:

- Firestone Institute for Respiratory Health (see also The Father Sean O'Sullivan Research Centre)
- Clinic currently support 23,000 patient visits per year. Clinics range from referrals for assessment and follow up visits for asthma, emphysema, pulmonary failure, tuberculosis, and other respiratory diseases as well as allergy testing.
- Pulmonary diagnostic services are integrated within the Firestone Institute and performed by respiratory therapists.
- Specialty Clinics include: Asthma, adverse reaction to insects, penicillin and other drugs, alveolitis, sleep disorders, smoking cessation, and tuberculosis.



■ CHILD HEALTH

The Child Health Program of St. Joseph's delivers a spectrum of inpatient, outpatient and Emergency services that support children and families. The following are components of the program:

Inpatient features:

- *Medical Services*- Generally patients from Emergency/Urgent Care and pediatrician offices are admitted for dehydration and acute Asthma
- *Surgical Services*- Mainly day surgical procedures

Ambulatory features:

- *Pediatric Quick Care*- A 24-hour outpatient observation, assessment and treatment program aimed at triaging pediatric patients efficiently from Emergency/Urgent care, and providing quality care through admission or discharge home with appropriate resources/follow-up arrangements. Done in an environment conducive to family-centered care and sensitive to the needs of the child.
- *Pediatric Pre-operative Assessment Clinic*- Child and family are seen by nursing, anaesthesia and Child Life, to prepare for upcoming surgical procedure.
- *Pediatric Day Surgery*- Orthopedics, general surgery, urology, plastic surgery, otolaryngology, dental surgery and ophthalmology. Children are prepared for the operating room and go home the same day as the surgery.
- *Pediatric Minor Procedure*- Outpatient general surgical procedures performed under a local anaesthetic. Children have the procedure done as an outpatient and return home the same day.
- *Pediatric Medical Assessment Clinic*- Provides the community access to outpatient pediatrics medical consultation on an urgent basis by referral in a child/family-centered environment.
- *Child and Family Asthma Education Program*- Provides education and support to facilitate healthy lifestyle, disease management and a supportive continuum of care.

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St. Joseph's Hospital - Programs and Services

■ COMMUNICATION DISORDERS

The Department of Communication Disorders provides inpatient and outpatient clinical services, education and community linkages to patients with communication and/or swallowing disorder, their families and caregivers. Their primary functions include speech language pathology and audiology.

■ CONTINUING CARE UNIT

The Continuing Care Unit was established in 1980 primarily for adults over the age of 65, who meet the criteria for Complex Continuing Care. They may have chronic physical and/or cognitive impairment due to multiple sclerosis and stroke, with significant disability, difficulty speaking, end-stage Parkinson's, dementia and other illnesses due to multi-organ failure. Major responsibilities include a combination of assessment, restoration/reactivation/rehabilitation, respite care, palliative care and complex continuing care. The Continuing Care Unit works collaboratively with the Hamilton-Wentworth Community Care Access Centre.

Family focussed care is the cornerstone of the program. Despite disabilities, our residents are supported in participating in activities that range from school children visits, pet therapy, organic gardening or aesthetics and relaxation therapy as part of our SPA program. Family input regarding care concerns occurs informally or through our monthly family focus groups or annual general meeting.

Currently, we are working with St. Peter's Hospital who will take on the management of this important service in the near future.

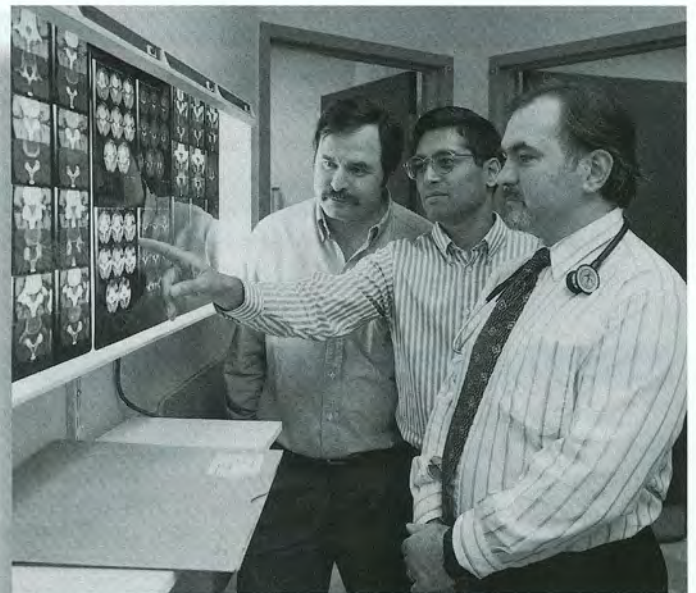
■ DIAGNOSTIC SERVICES

St. Joseph's Hospital offers a full range of Diagnostic Services, at two sites. (See also St. Joseph's Community Health Centre)

Features:

- *Radiology*- X-ray photography is used to obtain images of bones and organs. Includes mammography for breast examinations and angiography to photograph blood vessels.
- *Nuclear Medicine*- Radioactive materials (isotopes) are used in order to examine the physiological aspects of disease.
- *Bone Densitometry*- Low dose x-ray used to show bone structures in hips and knees and monitor bone loss over time.
- *Ultrasound*- The use of sound waves to produce images of the abdomen, pelvis and blood vessels. Includes Doppler Ultrasound to show blood vessels and musculoskeletal ultrasound to show tendons and muscles.

- *Computerized Tomography (CT scanner)*- Uses x-ray and computers rotating around the patient to produce a very detailed cross sectional image.
- *MRI*- Creates an image by using a magnet to measure the movement of certain molecules within the body. St. Joseph's Hospital, in conjunction with the HHSC provides MRI services at the McMaster campus. Plans are underway to install an MRI unit at the St. Joseph's Hospital site by 2001.



■ ELECTRO-DIAGNOSTIC SERVICES

Electro Diagnostic Services provides non-invasive cardiac and neurologic diagnostic testing to patients of St. Joseph's Hospital and the community of Hamilton-Wentworth.

Features:

- *Cardiac Stress Testing*- The use of exercise, according to specific criteria, for the purpose of detecting heart disease.
- *Holter Monitoring*- A test where the patient's electrocardiogram is recorded continuously over a period of 24 to 48 hours, while the patient goes about their daily activities.
- *Echocardiogram*- Provides reliable and valuable information about the structure and function of the heart, cardiac valves, chamber dimension, the thickness of the myocardium (membrane which surrounds the heart), the presence of space occupying lesions within the heart etc. can be assessed with considerable precision.
- *Electrocardiogram*- A simple and fast test to determine the heart rhythm and rate.
- *Evoked Potential*- A procedure for the evaluation of neurological pathways, specifically hearing, vision and sensory, to the brain.
- *Electroencephalograph (EEG)*- A test which evaluates electrical potentials of the brain.
- *Electromyogram*- A procedure to test muscle strength relative to motor function. Commonly performed for carpal tunnel syndrome.

■ EMERGENCY

St. Joseph's Hospital has the busiest Emergency Department in the city with over 50,000 visits annually. We provide emergency health care for infants, children and adults 24 hours daily, seven days a week including holidays.

Features:

- *QUICARE*- is an area within Emergency serving patients with less threatening injuries i.e. sprains/strains, sore throats. Patients are usually seen within one and one half hours.
- *Emergency Psychiatry Team*- is located adjacent to the Emergency. Staff in both areas work together to support and care for patients in crisis.
- *Pediatric Quick Care* - All children who need to be seen on an emergency basis are examined by an Emergency Physician and if necessary a referral is made to a Pediatrician. Any child who needs to remain for a period of observation is transferred to Pediatrics where the setting is appropriate for their needs.
- Emergency physicians are located in both the Emergency Department and the Urgent Care Centre at St. Joseph's Community Health Centre in East Hamilton.



*We are committed to using
our resources responsibly
and to protecting the
environment.*

■ ENVIRONMENTAL SERVICES

The Environmental Services Department is responsible for all housekeeping and groundskeeping services, including linen services. St. Joseph's Hospital, along with other Hamilton Hospitals, is served by Mohawk Regional Laundry, a centralized linen/laundry service.

Features

- Waste Management including recycling
- Moves and set-ups within the hospital
- Snow removal at the hospital entrances
- Daily re-stocking of clean linen, and removal of soiled linen, in all user areas
- Uniform Distribution

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St. Joseph's Hospital - Programs and Services

■ FINANCE

The Finance Department provides the following functions:

- Assists management with resource allocation appropriate with our Mission, Vision and Values.
- Provides a communication link between Management, the Board, and the external auditors.
- Ensures the effective and efficient operation of the Hospital's delivery of service through the approval and monitoring of resource allocation, including financial, human resources, building, plant and property.
- Assists in long term planning by determining the impact on resources.
- Assists in the planning to ensure the ongoing financial strength and viability of the hospital.

■ FOUNDATION

St. Joseph's Health Care Foundation is a registered charity committed to raising funds that will allow St. Joseph's to continue to care for those in our community who need our help. St. Joseph's Hospital, St. Joseph's Community Health Centre, and the Father Sean O'Sullivan Research Centre are helping the people of Hamilton-Wentworth enjoy a healthy future.

The objectives of the Foundation are to raise and administer funds for support of:

- Patient Services, including highly specialized innovative patient services
- Health Education for staff involved in providing patient care
- Health Research
- Capital Projects, including property and equipment purchases

Gifts to the Foundation can be made through a variety of tax-deductible vehicles, including cash, securities, bequests and legacies, life insurance, gift annuities, gifts in kind and charitable remainder trusts.

■ GASTROINTESTINAL PROGRAM

The Gastrointestinal Program provides acute and chronic care for patients with diseases of the Gastrointestinal tract including: inflammatory bowel disease, pancreatobiliary disease, functional disorders of the GI tract, esophagastric disease, malignant disease of the GI tract, colorectal diseases, and others.

Ambulatory and inpatient services are provided.

Features:

- *Inpatient*- GI Inpatient Unit, GI Motility Laboratory, and the Endoscopy Unit (see PeriOp Program).
The inpatient unit combines short stay and intermediate length of stay.
- *Associated Outpatient Services*- GI Motility Laboratory, Endoscopy Unit and Outpatient Clinic.

■ GENERAL INTERNAL MEDICINE

The General Internal Medicine Program includes the Medical Assessment Unit, the Clinical Teaching Unit, and the Geriatric Unit for a total of 80 beds. Over 2800 patients were admitted to the program last year, presenting a broad array of demands for health care which can range from a simple acute pneumonia to strokes to dementia. Eight beds are dedicated to the Geriatric Assessment Unit for the rehabilitation of inpatients in all services by an interdisciplinary team specializing in geriatrics. When the Emergency Department is under pressure, the GIM program will open "flex" beds in support.

The ambulatory component takes place in the Outpatient Department where innovative clinics such as the Medication Assessment Clinic exists. The clinic can be accessed by medical referral and offers an evaluation of the appropriateness of multiple medication prescriptions, where the average patient has nine or more medications prescribed. Evaluation and recommendations are sent back to the referring physician.

■ HAMILTON WOMEN'S DETOX CENTRE: 545-9100

"Women helping women in crisis with Alcohol or Drugs"

Features:

- A safe caring place for women to withdraw from alcohol or drugs
- A place to take time out and think about problems related to use of alcohol or drugs, get information about services in the community and find support
- Six beds available for women who wish to stay in a supportive, caring environment while they withdraw
- For women who need information and support while they remain in the community:
 - Phone-line is available 24-hours per day, seven days a week
 - An Outreach worker can meet with a woman at the Detox or in the community to provide support and connect her with services

*We expand the boundaries
of health science by
developing and promoting
research activities.*

■ HAMILTON REGIONAL LABORATORY MEDICINE PROGRAM

The Hamilton Regional Laboratory Medicine Program (HRLMP) is a conjoint program between St. Joseph's Hospital, the Hamilton Health Sciences Corporation and McMaster University for the delivery of laboratory medicine to the Hamilton hospitals.

The program's mission is to provide leadership in all aspects of laboratory medicine including clinical service, education and research, through pursuit of excellence, encouragement of innovation and adherence to exemplary professional standards. This supports the missions of the participating hospitals and McMaster University.

The HRLMP employs approximately 600 staff who provide inpatient and regional centralized clinical laboratory services in the areas of clinical chemistry, immunology, hematology, microbiology, transfusion medicine, pathology and genetics. The Program operates the Laboratory Reference Center (LRC) and is a major provider of specialized and reference clinical laboratory services within Central South and beyond. The HRLMP provides specimen collection services to the local community through five hospital-based and nine Community Laboratory Service (CLS) centres located within the Hamilton-Wentworth area.

Through the current regionalization process, St. Joseph's Hospital will see the implementation of a Core Laboratory to provide service for routine rapid testing in clinical chemistry, hematology and coagulation. In addition, Anatomical Pathology and Microbiology will be centralized at St. Joseph's Hospital.

■ HEAD AND NECK PROGRAM

The Head and Neck Program was established as a separate surgical service at St. Joseph's Hospital in 1975. Since that time, it has served as a regional surgical program, aligned with the Hamilton Regional Cancer Clinic. A skilled, multidisciplinary team, including head and neck surgeons, treats over 500 patients a year with benign and malignant disease of the head and neck.

The program includes nine inpatient beds; post-surgical patients are followed in the Outpatient Department. Head and Neck Fellowships are being offered over each of the next three years to promote additional research activity.

■ HEALTH RECORDS

The Health Records Department maintains clinical records to assist in compiling and retrieving information in order to serve the needs of patients, physicians, researchers, allied health professionals and the hospital. The Department participates in the education of hospital staff on patient confidentiality and assists in the development of policies for chart management.

■ HUMAN RESOURCES

Human Resources offers a variety of comprehensive services including recruitment, benefit design, salary administration, Employee Health/Occupational Health Services, labour relations advice and performance management. Our focus over the next one-to-two years will be managing the human resources factors in the city-wide regionalization efforts, and creating St. Joseph's Hospital as "the employer of choice". New programs that are being developed include celebrating diversity and employee work/life balance.

■ INFORMATION DESK/CASHIER SERVICES

St. Joseph's Hospital Information Desk and Reception, located in the front lobby, is open seven days a week, 8 a.m. to 8 p.m. Monday-Friday, and 8 a.m. to 4 p.m. Saturday and Sunday.

Features:

- Full cashier services - inquiry and settlement of accounts, arrange telephone installation and accommodation
- Patient Information - inquiries regarding patient location
 - 24-hour inquiry regarding patient condition
 - Directions to all hospital units and services



Champions

St. Joseph's Hospital - Programs and Services

of Care

■ INTENSIVE CARE UNIT (ICU)

The Intensive Care Unit at St. Joseph's Hospital is a new, 15-bed, purpose-built facility. Each patient has his/her own room with state of the art monitoring equipment, computerized ventilator and a customized patient care documentation system.

Regional programs include: Head and Neck, Thoracic, Vascular, Urology, and Renal surgery. Respiratory, Cardiac and Multi-system Failure patients are also managed in the Intensive Care Unit. As well, the unit takes tertiary referrals from throughout the region. Patient care is well supported by specially trained nurses, medical specialists and other health professionals including respiratory technicians, pharmacists, dietitians, clerical staff, etc.

St. Joseph's ICU is a very busy unit with high acuity and complex patients; approximately 1000 patients are admitted each year. The unit provides excellent opportunities for educational experience, including problem-solving skills and clinical decision-making. Staff work closely with patients and families to provide a supportive and caring atmosphere during this stressful time.

■ KIDNEY AND URINARY PROGRAM

The Kidney and Urinary Diseases Program at St. Joseph's Hospital provides acute, chronic and tertiary care for patients with diseases of the kidney and urinary system. This program includes the Regional and Academic Renal Program for Central South and is one of the largest renal programs in the province. There is a very strong academic commitment; the program is one of the most highly rated programs for residents in Internal Medicine, and regularly attracts two Nephrology Fellows. There are very active research programs in both Nephrology and Urology Divisions.

St. Joseph's Hospital is the regional centre for dialysis and offers tertiary services including renal transplant (over 500 transplant patients currently being followed). The program has a Nephrology Unit, Urology Unit, and a Renal Transplant Unit. The very large ambulatory program provides both peritoneal and haemodialysis. There are currently 55 haemodialysis stations providing over 4500 treatments a month.



■ LIBRARY SERVICES

The department of Library Services was established in 1964. St. Joseph's Hospital's Library is a member of the Hamilton and District Health Library Network, and is located in the Fontbonne Building.

The Department of Library Services is the Hospital's resource centre, providing current and retrospective literature for patient care, research, and education. The Library is open to physicians, nurses, hospital staff, volunteers, students, and the general public.

Features:

- In-house circulation of :
 - journals - 10,920, books - 2663
- 20,247 searches were done on our OVID Library Network
- Databases networked throughout the hospital include:
 - MEDLINE, CINAHL, Healthstar, Cochrane Library, Up-To-Date, Best Evidence III, and Drugs of Choice.



■ LIFELINE

Greater Hamilton Lifeline: Lifeline Personal Response and Support Services offers peace of mind, independence, early intervention and reassurance for our clients and their caregivers. Our goal is to help our clients live independently in the homes they love. This is achieved by ensuring that when they need help, it is just a push-button away. Our buttons are waterproof and can send a signal from anywhere within the client's living space. The signal is received by a small in-home communicator that automatically dials our response centre. The response centre is available 24-hours per day seven days a week to send the appropriate help to our clients.

■ MATERNAL NEWBORN PROGRAM

St. Joseph's Hospital is the busiest maternity hospital in Hamilton-Wentworth, with nearly 4000 births a year, and over 50% of the births in the region. We strive to provide excellent care to women and newborns through a collaborative interdisciplinary team approach, a focus on family-centred care, and provision of services that extend into the community.

Features:

- *Prenatal services*
 - Six inpatient beds
 - Maternal Visit Program - preregistration, preparation for hospitalization, education support, discharge planning, referrals to community
 - Outpatient Assessment Area (two beds) - for pregnant women requiring assessment or short term outpatient care in a clinical area
 - Prenatal Tours
 - Sibling Tours
 - Prenatal Education Program
- *Labour and Birthing*
 - 11 labour and birthing rooms
 - Two cesarean section rooms
 - One neonatal resuscitation room
 - Four-bed recovery room
- *Postpartum*
 - 34 inpatient beds and 40 Level 1 bassinets. In our Combined Care model, babies are kept with their mothers.
 - Five "Care by Parent" sleep rooms - for parents preparing to take their babies home from the Neonatal Intensive Care Unit (NICU)
 - 24-hour "Warm Line" - a dedicated phone line for families to call with questions or concerns once they are home.
 - Respite nursery for healthy newborns
 - Bereavement Program
- *Neonatal Intensive Care Unit*- 20 Neonatal Intensive care bassinets (Level II+) for inborn babies 32 weeks gestation and beyond, and babies transferred from Level I and Level III hospitals in the surrounding community for combined care.
- *Gynecology*- Eight inpatient beds
- *Outpatient Clinics*- diagnostic ultrasound, full service obstetrical and gynaecological clinics
- *Midwifery*- Within the Maternal Newborn program, midwives play an active role in the provision of service. Midwives provide labour and birth care to approximately 200 women annually.



We respect patients' different needs in our multicultural and multilingual community.

■ MANAGEMENT INFORMATION SYSTEMS (MIS)

The Information Services department at St. Joseph's Hospital is responsible for the implementation and support of over 1,000 personal computers, numerous computer software applications and their users. The 22 friendly analysts, administrators and operations staff work in cooperation with expert hospital department representatives, to keep the hospital's computer systems on the leading edge of technology.

Our world class network connects the myriad of computer systems (HP-UX, Open VMS, Sun, NT, W98 etc.), printers, CRT's, medical devices and the outside world to securely authorized services and information. We help maintain the operations, as well as provide network service, to the St. Joseph's Community Health Centre, St. Joseph's Hospital in Brantford, St. Joseph's Hospital and Home in Guelph, Hamilton Psychiatric Hospital, the Community Laboratory Services group and others.

Champions of Care

St. Joseph's Hospital - Programs and Services

■ MENTAL HEALTH PROGRAM

The Mental Health Program at St. Joseph's Hospital offers a comprehensive program of services ranging from crisis outreach and emergency services, through inpatient and specialized ambulatory services including psychiatric rehabilitation.

There is a strong academic thrust with research in women's health, mood disorders and anxiety disorders. Clinical placements for residents in psychiatry and psychology are part of the active academic program with St. Joseph's as the site for the clinical teaching unit in emergency psychiatry. Students from the health sciences faculties including medicine and nursing and other health disciplines receive clinical training and experience in the St. Joseph's Mental Health Program.

Inpatient Features:

4 Psychiatry- A 25-bed unit providing services for a broad range of patients with a variety of acute psychiatric diagnoses.

Liaison Unit - An eight-bed unit providing rapid assessment treatment for psychiatric patients who can benefit best from a short inpatient stay.

The Consultation/Liaison Service- provides psychiatric assessment and treatment for patients in the medical, surgical and obstetrical areas of St. Joseph's Hospital.

• Ambulatory Features:

Emergency Psychiatric Services (EPS)- the single emergency psychiatry service for the City of Hamilton. It provides emergency consult services for all hospital emergency departments and the Hamilton Psychiatric Hospital. It also provides emergency psychiatric assessment for primary care physicians in Hamilton-Wentworth. The service functions as an inpatient bed registry and performs triage functions so that admissions at hospitals across the region are coordinated and beds are allocated to the individuals most in need.

East Region Mental Health- (See St. Joseph's Community Health Centre)

Psychiatric Rehabilitation Program- a comprehensive, flexible short term, psychosocial rehabilitation service for adults who have severe mental illnesses. The mandate is to assist clients to develop interpersonal, vocational and living skills so they may function more successfully and independently in the community.

Crisis Outreach and Support Team (COAST)- staffed by an experienced mental health worker and a dedicated police constable, this service provides mobile crisis outreach visits for the severely mentally ill in our community.

■ MUSCULOSKELETAL PROGRAM

The Musculoskeletal program provides services encompassing Orthopedic Surgery, Plastic Surgery, Rheumatology, and Neurosurgery

Features:

- 37-bed inpatient unit
- Specialty surgical procedures including: Total joint replacement of the hip and knee; surgery on the shoulder, elbow and small joints of the hands and feet
- The Musculoskeletal program is recognized for its expertise in back care, both from the Orthopedic and neurosurgical perspectives
- The Rheumatology service focuses on the problems of osteoporosis and is nationally known for its clinical innovation and research expertise
- Fracture Clinic- assessment and treatment of new or recent bone injuries
- Post-operative procedures/follow-up by orthopedic surgeons
- 12,000 patients seen and treated each year

■ NUTRITION AND HOSPITALITY

• **Clinical Nutrition:** Registered Dietitians provide nutritional assessment, planning and education in all clinical programs as part of our multidisciplinary teams. Continuing education is provided to medical staff and allied health professionals. Registered Dietitians participate in evaluation, research and CQI initiatives at the Hospital.

• **Patient Meal Services:** Patient meal service includes the production, service and distribution of food service to patients as well as off site facilities using advanced food service technology. The Nutrition and Hospitality department prepares approximately 1500 patient trays each day.



- **Hospitality Services:** Located on Level Two of the Sister Mary Grace Wing, Peppe's Market Place is a 255-seat, cafeteria style operation featuring a wide variety of menu offerings including: soup and chili bar, made-to-order deli sandwiches, salad bar, gourmet coffee, delicious desserts, bakery selection, self-serve breakfast bar, hot sliced meat sandwiches, pasta bar and a variety of contemporary and old favourite hot entrees. Peppe's is open from 7:30 am to 6:30 p.m. Monday through Friday, and 10 a.m. to 2 p.m. weekends and statutory holidays.

- **Fontbonne Kiosk:** Located on Level One of the Fontbonne Building, across from the elevators, the kiosk offers a variety of lunch items including soups, sandwiches and beverages. The Fontbonne Kiosk is open from 11 a.m. to 1:30 p.m. Monday through Friday.

- **Catering Services:** A wide variety of catering options is available, and includes beverage service, receptions, luncheons, banquets and barbecues. Brochures and menus are available by calling 522-1155, ext. 3131. Catering services can be provided on or off campus.

- **Vending Services:** Vending machines- available 24-hours per day - are located throughout the Hospital Complex. The two main locations are in Peppe's (Level 2, Sr. Mary Grace) and the Emergency Waiting Room (Level 1, St. Luke Wing). In addition to beverages and snacks, the Peppe's location offers complete frozen meals and novelty ice cream.

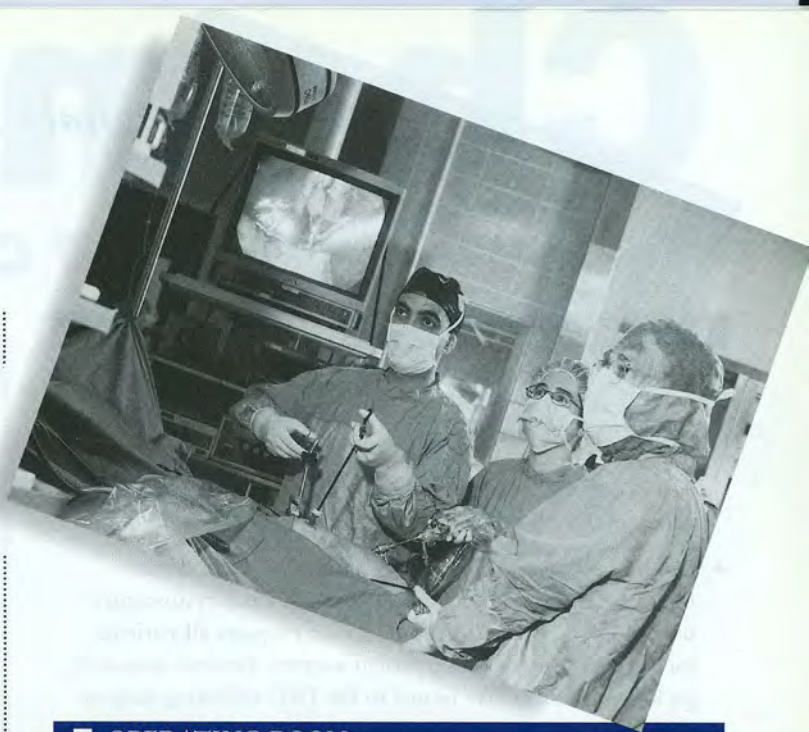
- **Mister Coffee:** An upscale coffee shop located in the Lobby, Level 1, Sr. Mary Grace Wing, offers gourmet and specialty coffees in addition to pastries, salads, sandwiches, soup and hot sandwiches. Mister Coffee is open 24 hours, seven days a week.

■ OCCUPATIONAL THERAPY

Occupational Therapy staff work on all units by providing services to individuals with problems functioning in their activities of daily living by:

- Assessing and treating the individual to improve their physical and mental performance of daily activities
- Assessing and adapting the activities the individual has to perform
- Assessing and adapting the environment to enhance functioning.

The central department - including an orthotics room, assessment apartment, treatment and education rooms - is located on Level 0, Bishop Dowling Wing. Interventions are also provided at the bedside and in outpatient clinics.



■ OPERATING ROOM

St. Joseph's Hospital's Operating Room has 12 surgical suites and two cystoscopy rooms that provide elective and emergency care to the community on a 24-hour basis. The operating room provides regional surgical support to several areas including renal transplant, head and neck, and retinal surgery.

Over 16,000 surgical procedures requiring anaesthesia support are performed annually (approximately 75-80 procedures performed daily).

Services provided include:

- Renal transplant
- Urology
- Thoracic
- Head and Neck
- Orthopedic
- General Surgery
- Ophthalmology
- Oncologic
- Vascular
- Plastics
- Ear, Nose and Throat
- Pediatric
- Oral surgery
- Gynecology
- Neurosurgery

General Surgery has a strong focus on advanced laparoscopic (minimal access) procedures. In addition, thoracic surgery and gynecology have a focus on laparoscopic procedures.

Champions of Care

St. Joseph's Hospital - Programs and Services

■ OUTPATIENT SERVICES

Ambulatory Programs:

- *The Endoscopy Unit*- Eight treatment rooms (including a laser treatment room, an isolation room, and a Fluoroscopy room) where Gastrointestinal, Head and Neck, and pulmonary procedures are performed.
- *Day Surgery Unit (DSU)*- Three minor procedure rooms for performing minor surgical procedures and cystoscopies using local anaesthetic only. The unit prepares all patients for both inpatient and outpatient surgery. Patients who will go home the same day return to the DSU following surgery.
- *The Gastro-Intestinal Motility Laboratory*- This unit provides assessment and treatment to outpatients who are experiencing gastrointestinal difficulties.
- *Pre-Admission Assessment Unit (PAAU)*- Surgical patients at St. Joseph's Hospital can take advantage of "one stop shopping" in the Pre-Admission Assessment Unit. All patients scheduled for elective and urgent surgery are seen by anaesthetists, nurses, and other allied health professionals as appropriate. A comprehensive range of diagnostic and consultative services are available through this ambulatory clinic.
- *The Eye Clinic*- A state of the art outpatient facility that supports both medical and surgical assessment and treatment of adults and children with eye diseases, including specialized retinal procedures.



- *The Haematology Clinic*- provides special treatment to people who have diseases that affect the blood. Your disease and treatment will be explained to you during your visits.
Blood tests are done routinely to see how your treatment is going. Any medications you are started on will be explained to you before you begin them. You will be able to ask questions and get any information you need to understand your health problem and the treatment. If you need any other tests or referrals, these will be arranged through the clinic.
- *The Dermatology Clinic*- provides special treatment for people who have problems with their skin. You may come to this clinic to:

- Have a skin biopsy
- Find the cause of a skin problem
- Find the best treatment for a skin problem

Your problem and treatment will be explained to you during the visit. You will be able to ask questions and get any information you need to understand the treatment and your health problem.

If you need any other tests or referrals, these will be arranged through the clinic.

- *The Plastic Surgery Clinic*- provides special care for people who had injuries treated in emergency situations. Your treatment will be explained to you during the visit. You will be able to ask questions and get any information you need to understand your care.

If you need any other tests or referrals, these will be arranged through the clinic.

- *The Pacemaker Clinic*- is designed to care for people who have a pacemaker. While you are at the clinic, you will have:
 - A check-up, which includes taking your blood pressure and pulse
 - An electrocardiogram or E.C.G. to test the function of your pacemaker
 - A discussion of any problems or symptoms you may be experiencing

You will be able to ask questions about your pacemaker and get some help learning to live with it. If you need any special tests, these will be explained before they are done.

You are welcome to bring a friend or family member with you to the appointments.

- *The Urology Clinic*- provides special treatment for people who have problems with their urine or bladder.

Your problem and treatment will be explained to you during the visit. You will be able to ask questions and get any information you need to understand your health problem and its treatment.

If you need any other tests or referrals, these will be arranged through the clinic.

- *The GI Clinic*- provides special treatment for people who have problems with their stomachs, intestines and other organs found in this area of the body. Treatments may include:

- A special diet
- X-rays
- Blood tests
- Other tests
- Surgery

Your problem and treatment will be explained to you during the visit. You will be able to ask questions and get any information you need to understand your health problem and its treatment.

If you need any other tests, or referrals, these will be arranged through the clinic.

- *The Wound and Ulcer Clinic*- provides special treatment for people who have complex wounds and ulcers and need long term treatment. Your treatment and wound dressing procedures will be explained to you during the visit. You will be able to ask questions and get any information you need to understand your health problem and its treatment.

If you need any other tests or other referrals, these will be arranged through the clinic.

- *The Treatment Area*- provides special treatments that are ordered by doctors. The treatment you need depends on your health problem. This clinic offers treatments such as:

- Blood transfusions
- Gamma immune medications
- Phlebotomies
- I.V. medications

Many kinds of treatments are done here. Any medication or blood product that is given by intravenous over a few hours will be done in this clinic. Treatments that need to be done by a doctor such as joint aspiration, bone marrow aspiration and thoracentesis are also done in this clinic.

You will be able to ask questions and get any information you need to understand your health problem and its treatment.

■ PARKING

The hospital has two public parking lots available:

- At Charlton Avenue, which will connect you to the Main Entrance of the St. Joseph's Hospital
- At St. Joseph's Drive, which can connect you to either Level 1 of the Fontbonne Building or Level 3 of the Sister Mary Grace Wing.



We believe in the dignity of the person and the sacredness of human life.

■ PASTORAL SERVICES

The Pastoral Services team consists of Chaplains: men and women trained to be with patients, families, significant others and staff to:

- Provide spiritual and religious care
- Listen
- Offer support
- Offer prayer, when appropriate
- Be present to assist in both happy and difficult times.

Clergy are welcome and are encouraged to visit regularly.

A member of the clergy of any denomination can be contacted for you upon request.

Facilities:

- St. Joseph's Hospital Chapel: Near the main entrance; open 24-hours a day.
- Quiet Rooms: on each surgical/medical unit; available to significant others of critically ill patients.
- Pastoral Services Office: Level 1, Dowling Wing, open weekdays 8:30 a.m. to 4:30 p.m.; evenings and weekends: the on-call Chaplain can be contacted through switchboard.
- Mass: Monday-Saturday (including holidays) 11:45 a.m.; Sunday, 9 a.m. Please contact Pastoral Services for other service times.

Champions of Care

St. Joseph's Hospital - Programs and Services

■ PERI-OPERATIVE PROGRAM

The Peri-Operative Program at St. Joseph's Hospital provides an integrated continuum of care for inpatients and outpatients requiring major and minor surgery or investigative procedures.

Features:

- *The Operating Room (OR)*- 12 major O.R. suites plus two cystoscopy suites.
- *The Post-Anaesthetic Recovery Room (PAR)*- With capacity to recover 14 patients following surgery.
- *The Endoscopy Unit*- Eight treatment rooms (including a laser treatment room, an isolation room, and a Fluoroscopy room) where Gastrointestinal, Head and Neck, and pulmonary procedures are performed.
- *Day Surgery Unit (DSU)*- Three minor procedure rooms for performing minor surgical procedures and cystoscopies using local anaesthetic only. The Day Surgery Unit prepares all patients for both inpatient and outpatient surgery. Patients who will go home the same day return to the DSU following surgery.
- *The Gastro-Intestinal Motility Laboratory*- Provides assessment and treatment to outpatients who are experiencing gastrointestinal difficulties.
- *Pre-Admission Assessment Unit (PAAU)*- Surgical patients at St. Joseph's Hospital can take advantage of "one stop shopping" in the Pre-Admission Assessment Unit. All patients scheduled for elective and urgent surgery are seen by anaesthetists, nurses, and other allied health professionals as appropriate. A comprehensive range of diagnostic and consultative services are available through this ambulatory clinic.
- *The Eye Clinic*- A state of the art outpatient facility that supports both medical and surgical assessment and treatment of adults and children with eye diseases, including specialized retinal procedures.
(See also Operating Room)

■ PHYSIOTHERAPY

Physiotherapy staff service all units and programs of the hospital, seeing both in- and outpatients. In addition to patient care, physiotherapy staff are involved in education and research.

The central gym, individual treatment areas, and therapeutic pool are located on Level 0, Bishop Dowling Wing. In addition, several floors have their own exercise rooms.

■ PUBLIC RELATIONS AND MARKETING

The Public Relations and Marketing Department exists to create effective communication and relations among patients, the community, and the Hospital.

As part of this ongoing effort, the Department publishes a newsletter, Monitor that carries interesting hospital news.

Promoting and representing St. Joseph's Hospital and Community Health Centre is the responsibility of the Public Relations and Marketing Department for the benefit of the Community and the Hospital. In addition, the Department is instrumental in developing marketing strategies for the Hospital, including advertising, sponsorship, and execution of annual public events.

If, at any time, you have a concern or problem, ask to speak with the Director of Public Relations and Marketing who will follow up your inquiry with the appropriate administrative staff.

■ REGISTRATION

St. Joseph's Hospital features a comprehensive pre-admission program for both surgical and maternity patients. Outpatient registration is decentralized at each service location.

Registration for Health Card Number for all newborns is provided.

■ RESEARCH

(See Father Sean O'Sullivan Research Centre, Firestone Institute for Respiratory Health, and St. Joseph's Community Health Centre).



■ ST. JOSEPH'S CENTRE FOR ACUTE INJURY REHABILITATION

Located in the Bishop Dowling Wing, St. Joseph's Centre for Acute Injury Rehabilitation treats clients with multiple problems caused by work related or motor vehicle accident injuries. The Centre's facilities are state of the art with a fully equipped gymnasium, individual treatment areas and heated therapeutic pool.

Features:

- *Immediate access to specialists including-* Psychiatrist, Neurosurgeon, Orthopedic Surgeon, Psychologist, Kinesiologist and Physiotherapist.
- *Using a multidisciplinary approach-* Doctors, physiotherapists and kinesiologists work together on comprehensive personalized treatment plans.

■ ST. JOSEPH'S INPATIENT PHARMACY

The Pharmacy Department at St. Joseph's Hospital was established over 50 years ago with its prime responsibility to provide medication to hospitalized patients. This is still the primary function of the department, but changes have occurred in the way service is delivered today. The basic drug distribution system is now a unit-dose system. This means that each individual dose of medication required for a 24-hour period is prepared in the pharmacy and delivered to the nursing unit in a format ready for administration to the patient. A pharmacist is assigned to each patient care area, and a medication profile is maintained for each patient. When medications are ordered for a patient, the profile is checked to ensure that there is no potential interaction between the new drug and the drugs the patient is already receiving; as well, the patient's allergy status is reviewed.



Working together as a community, we respect personal and professional integrity, involve staff at all levels in decision-making, and recognize their contributions to our common mission.

The Pharmacy Department prepares many of the I.V. medications used throughout the hospital, including intravenous chemotherapy drugs used in the treatment of cancer.

Participating in research is another activity of the department and this activity is at various levels of involvement. Much of the research activity of physicians based in the hospital is drug-related and the Pharmacy Department plays an active role in such projects. Involvement may vary ranging from dispensing medications to patients in a study to assisting in the design of the study protocol. This responsibility is under the direction of the Drug Information and Research Pharmacist.

In keeping with St. Joseph's commitment to education, there is a residency program for Pharmacists, and a two-week practical training period for students enrolled in the Pharmacy Assistants Program.

Champions of Care

St. Joseph's Hospital - Programs and Services

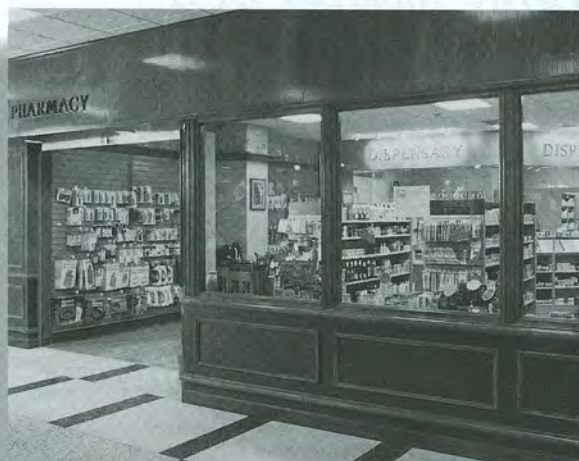
■ ST. JOSEPH'S RETAIL PHARMACY

St. Joseph's Retail Pharmacy, located on the main floor close to the lobby, provides friendly and professional service. As an added convenience, patients (and staff) are able to fill their prescriptions before they leave the hospital.

St. Joseph's Retail Pharmacy hours of operation: Monday-Friday 9 a.m.- 7 p.m.; Saturday 10 a.m.- 5 p.m.; Sunday closed.

Features:

- Prescriptions
- Vitamins and Nutritional Supplements
- Over-the-counter Medication
- Eye Care Products
- Medical Aids/Devices
- Health and Beauty Products



■ SECURITY DEPARTMENT

The Security Department provides general security throughout St. Joseph's Hospital on a 24-hour basis. In addition, the department is responsible for parking, and operates the lost and found. (See Parking)

■ SOCIAL WORK

Social Work staff provide assessment and counseling or referral services for all inpatient and outpatient programs. Social Work helps link clients to community resources such as the Community Care Access Centre, Long Term Care and a variety of personal and financial counseling agencies. As well, staff provide education regarding the Health Care Consent Act as it relates to treatment, personal care and property decisions.

■ SPD (STERILE PROCESSING DEPARTMENT)

St. Joseph's Hospital has one of the most technologically advanced Sterile Processing Departments in the country.

Features:

- Second hospital to install automated tunnel washers
- Supports reprocessing of all O.R. instrumentation, including player support for endoscopic surgery
- A 100% ETO (gas sterilizer) that provides service to all area hospitals for heat-sensitive equipment.

SPD is also responsible for Portering for most departments throughout the hospital.



■ STORES AND RECEIVING

Features:

- Processing of all items delivered to the hospital (both regularly stocked Stores items and special deliveries)
- Delivery of received non-stock items to their requisitioning area
- General re-stocking of all stores items

■ TELECOMMUNICATIONS

Features:

- Software driven SL1 Meridian Option 11 telephone system
- Over 2400 telephone extensions
- Patient telephones built into each bed unit
- Provides both in-house and long-range paging
- Monitors and responds to various alarms, codes and security systems
- Monitors and records long distance call details

■ VOLUNTEER ASSOCIATION

The Volunteer Association operates the following retail businesses and services at St. Joseph's Hospital:

- The Gift and Flower Shop
- Conveniently Yours
- Knot Only Scrubs
- The Vendors Corner
- First Foto
- The Shopping Cart
- The Newspaper Cart
- Nevada break-open tickets
- Vending machines
- The patient television rental
- Fundraising events including plant sales and raffles.

The Volunteer Association is a non-profit organization that is governed by its own Board of Directors. All profits from these stores and services are donated to enhance the quality of patient care at St. Joseph's Hospital.

■ VOLUNTEER SERVICES

Volunteers are a valued resource at St. Joseph's Hospital. In their role to enhance patient care, volunteers provide service for patients and their families in many areas including emergency, geriatrics and various outpatient clinics.

The Volunteer Association operates a number of retail businesses such as the Gift and Flower Shop and Conveniently Yours, which are staffed largely by volunteers, to generate funds to enhance the quality of patient care and support education and research.

Our active teen volunteer program is very popular, especially throughout the summer months.

To find out more about making a difference as a volunteer, contact the Volunteer Services Office at 522-1155 ext. 3464.



We are dedicated to the well-being of our community and reach out to promote health and prevent illness.

Champions of Care

*On the
Leading Edge
of
Health Care*

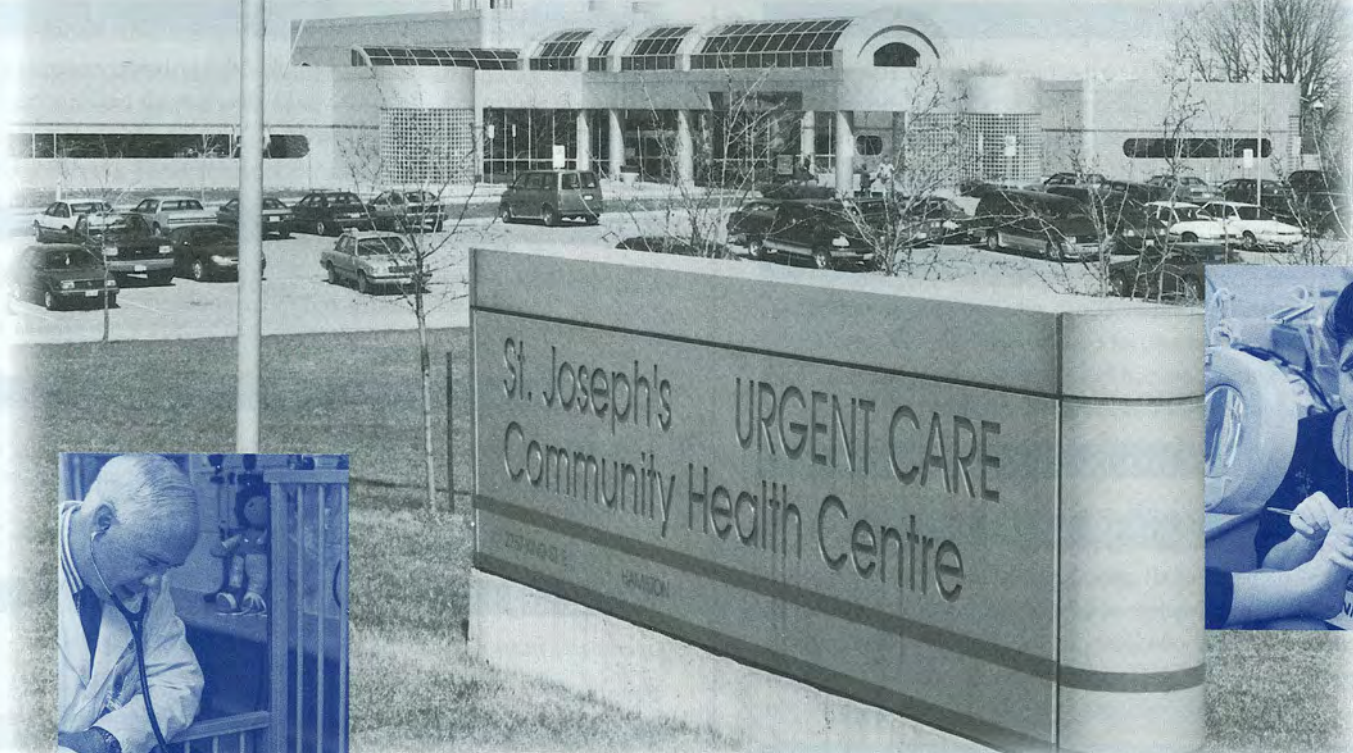


St. Joseph's Community Health Centre is a pioneer in Ontario's health care system. As the province's first 'freestanding' health centre sponsored by a hospital, we specialize in outpatient programs, health education and partnerships with community agencies. Health care executives and professionals come from all over the world to tour our state-of-the-art facility serving East Hamilton and Stoney Creek.

St. Joseph's Community Health Centre has a wide array of unique programs and services designed to meet the needs of the diverse and growing community of approximately 150,000. Our Urgent Care facility treats over 42,000 patients a year, second only in the region to St. Joseph's Hospital Emergency Room. Our 31 specialty clinics allow patients to see health care specialists without having to travel out of the community. Many programs - like the phenomenally successful Staywell Program (fitness for the frail elderly) - are leading edge, and a direct response to community need.

NUMEROUS OTHER PROGRAMS OFFER A BROAD RANGE OF SERVICES:

- *After Hours Clinic*
- *Asthma Education Program*
- *Baby's Best Start*
- *Bereavement Grief (see Pastoral Care)*
- *Chiroprody*
- *Communication Disorders*
- *Consumer Health Information Service*
- *Continance*
- *Community Nutrition*
- *Diabetes*
- *Diagnostic Services*
- *East Region Mental Health*
- *Health for Older Adults Program including Geriatric Day Hospital, Geriatric Medicine and Psychiatric Outreach*
- *Pastoral Care*
- *Pulmonary Reactivation*
- *Staywell (Fitness for the frail elderly)*
- *Specialty Clinics*
- *Urgent Care*



As part of St. Joseph's Health Care System, St. Joseph's Community Health Centre has become a major player in health care research and evaluation. Three research facilities on the premises are conducting groundbreaking research in such areas as women's health, mental health, health care services for seniors, and evidence-based evaluation of clinical services.

Our links with the Faculty of Health Sciences at McMaster University and other academic facilities demonstrate a strong commitment to the education of health care learners and professionals.

As the four surveyors from the Canadian Council on Health Services Accreditation glowingly stated in their 1999 evaluation,

*St. Joseph's Community Health Centre
is indeed at
"the leading edge of health care in Canada".*

Champions of Care

St. Joseph's Community Health Centre - Programs and Services

■ BABY'S BEST START

A weekly drop-in program for expectant women at risk of delivering low birthweight babies. Mothers can attend with their children for up to one year. The program is offered at five sites in the community.

■ C.A.T.C.H.

A pediatric multi-disciplinary clinic, which offers assessment and short-term management of children at high risk due to suspected abuse or evidence of failure to thrive.

■ THE COMMUNICATION DISORDERS PROGRAM

Offers service for clients with speech, language and hearing difficulties. Audiology provides hearing testing and hearing aid consultation to clients of all ages. Speech-Language Pathology services focus on preschoolers who have a delay or impairment in communication, and on clients in the Geriatric Day Hospital Program.

■ THE CHIROPODY PROGRAM

Works to identify, treat and prevent foot problems. This program also offers a Nail Care Clinic for clients who are unable to manage their own basic nail care.

■ CONSUMER HEALTH AND INFORMATION SERVICE

- *The Consumer Health Information Centre*- Offers a unique collection of books, journals, videos, pamphlets, and CD ROMs. Internet access is also available. Volunteers help people access health information in person or through the mail.
- *The Health Extension*- is a taped library of health information available over the telephone 24-hours a day ((905) 573-7557). Over 470 messages are available in English, French, and Italian. Information is free and confidential, and will soon be available on the St. Joseph's Hospital website.
- *Healthstyle Events*- are offered to the public several times a year. Leading health research results are shared and presented to the public in a forum that allows for questions and answers.

■ THE CONTINENCE PROGRAM

For people who have problems with bladder or bowel control. The continence nurse specialist works closely with patients to develop an individual plan of care.

■ COMMUNITY NUTRITION

Our Dietitian helps individuals develop healthy eating patterns suited to their lifestyle, health and nutrition needs.

■ DIABETES

This program offers diabetes assessment, education and management. The focus is to help clients manage their diabetes and achieve a healthier lifestyle.

■ DIAGNOSTIC SERVICES

open daily from 8 a.m. - 10 p.m.

Features:

- Radiology (X-ray)
- Laboratory
- Bone Densitometry
- Ultrasound
- Holter Monitor
- Electrocardiograms
- 24-hour Ambulatory Blood Pressure Monitoring

■ FAMILY ASTHMA EDUCATION PROGRAM S

Provides education and support to children and teenagers with asthma. After a complete assessment of their asthma, clients learn about their medications and how to take them, how to prevent and control symptoms, and how to manage at school, social events, work etc.



■ FOOD SERVICES

St. Joseph's Community Health Centre's Cafeteria has a 60-seat café style dining area with on-site homemade food preparation, open from 8 a.m. to 1:30 p.m. daily Monday to Friday. The Food Services Department offers a wide variety of quality services to the public. We specialize in party trays, cocktail or dinner parties as well as numerous take-home items.

Working with the community we provide the following services:

- Meals on Wheels - providing over 60 client trays daily.
- Wheels to Meals - volunteers pick the clients up from their homes and bring them to the CHC for a nutritious meal.
- Congregate Dining in Aging in Place Apartment Buildings - we deliver buffet-style dinners to seniors apartment buildings.
- Support for clients in the Centre's programs - e.g. Diabetes Program, Geriatric Program, etc.
- Delicious and nutritious ready-to-serve pureed meals are available.

■ HEALTH FOR OLDER ADULTS PROGRAM

This program provides professional health care assessment, rehabilitation and health education to older adults. Assessment is available at the Community Health Centre as well as in the home through an outreach program. Geriatric Day Hospital services are also offered.

■ MENTAL HEALTH SERVICES

Helps people with mental health problems work to re-build their lives, including gaining self-confidence and improving social skills. A team of psychiatrists, nurses, social workers and occupational therapists provide the following:

- Therapy for individuals, couples and families
- Consultations to family physicians
- A variety of group therapy programs

Health promotion and disease prevention strategies include community economic development projects for the seriously mentally ill. Also, through educational programs, we provide information to the public on mental health issues.

■ PASTORAL SERVICES DEPARTMENT

Provides a Bereavement-Grief Program for the catchment area. A qualified pastoral counselor offers individual counseling for persons with bereavement, loss and/or spiritual issues.

We communicate with our patients and each other openly, honestly and with sensitivity.

■ PULMONARY REACTIVATION PROGRAM

A partnership between St. Joseph's Community Health Centre and the Firestone Institute for Respiratory Health to provide rehabilitation services for frail patients with obstructive pulmonary disease. The program focuses on a seamless approach to rehabilitation in which patients from the inpatient unit at St. Joseph's Hospital are admitted to the Community Health Centre Pulmonary Reactivation Program directly.

■ ST. JOSEPH'S FAMILY MEDICAL CENTRE

(Formerly First Place Family Medical Centre): The St. Joseph's Family Medical Centre is an inner city, primary care, medical practice located in a 22-story apartment complex that provides housing for seniors. Currently the clinic is staffed with a family physician, a nurse practitioner and two clerical staff.

■ STAY WELL PROGRAM

Assists the frail elderly in maintaining independent lifestyles through exercise and activities.



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St. Joseph's Community Health Centre - Programs and Services

of Care

■ SPECIALTY CLINICS

- Cardiology
- Dermatology
- Gastroenterology
- General Internal Medicine
- Neurology
- Orthopedics
- Pain Clinic
- Pediatrics
- Plastic Surgery
- Respiriology
- Rheumatology/Osteoporosis
- Sleep Disorders

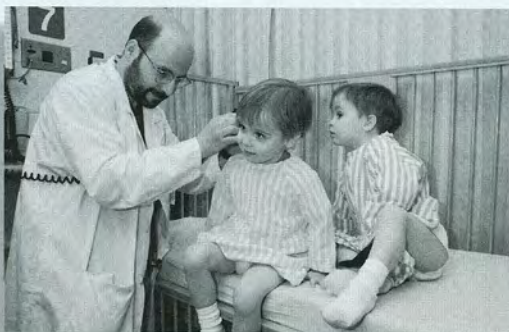
■ TEMPER MANAGEMENT:

Temper Management groups are offered for children ages four to 12 and their parents. The groups are designed to help families find practical strategies to resolve anger and conflict. The series of 12 sessions operates three times a year - Fall, Winter, and Spring.

■ URGENT CARE:

Open daily from 8 a.m. - midnight: The primary activity of Urgent Care is to diagnose, treat and send home patients who have an urgent health need that was not anticipated and could not have been dealt with by a scheduled visit to a family physician. Urgent care does not receive patients via ambulance. If patients are seen at Urgent Care and need more specialized services, they are transferred to the most appropriate hospital facility.

Physicians at Urgent Care are qualified emergency physicians. Examples of injuries or illness treated are uncomplicated fractures, sprains, cuts, high temperatures, and common childhood illnesses.



■ VOLUNTEER SERVICES

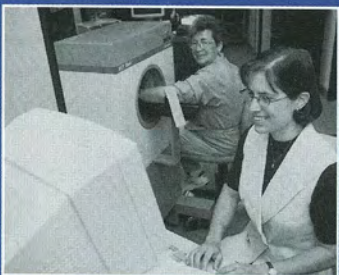
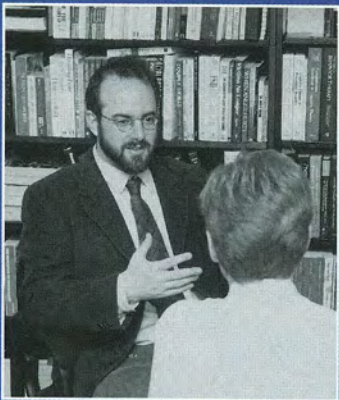
ST. JOSEPH'S COMMUNITY HEALTH CENTRE

Carries on the proud tradition of healthcare facilities by including Volunteer Services to aid staff and clients in our community. Over 185 volunteers provide assistance in more than 15 program areas including Geriatric Day Hospital, Diagnostic Services, Meals-on-Wheels, Urgent Care, and Consumer Health. We welcome volunteer assistance from people 16 years of age and older. To become involved please contact the Coordinator of the Volunteer Department at (905) 573-7777, ext. 8162.



In response to the gospel message, we have a special obligation to the poor and unwanted.

*One of the
outstanding
success stories in
Canadian
hospital-based
research.*



The Father Sean O'Sullivan Research Centre **Champions** of Care

The Father Sean O'Sullivan Research Centre (FSORC) was established in 1993 by St. Joseph's Hospital in Hamilton. It is affiliated with the Faculty of Health Sciences at McMaster University. With a 400 per cent increase in its level of research and activity over the past five years, the Centre is well on its way to becoming one of the outstanding success stories in Canadian, hospital-based research.

Under the exemplary leadership of Dr. Stuart MacLeod, the Father Sean O'Sullivan Research Centre has developed world-class research programs in a number of areas.

THE FOLLOWING ARE SOME EXAMPLES:

- *Chest and Lung: - The Firestone Institute for Respiratory Health*
- *Optimal Drug Therapy: - The Centre for the Evaluation of Medicines*
- *Musculoskeletal*
- *Surgical Outcomes Research*
- *Geriatric Care*
- *Health Services Delivery*
- *General Internal Medicine/Critical Care*
- *Mental Health*



Champions of Care

The Father Sean O'Sullivan Research Centre - Programs and Services



■ CHEST AND LUNG

The Firestone Institute for Respiratory Health is a component of the Father Sean O'Sullivan Research Centre and one of the leading facilities of its kind in the world. For more than 25 years the Firestone Institute has conducted leading-edge research into lung disease, asthma and innovative methods of treatment with aerosol medications. Most recently its investigators have developed a new way of diagnosing and monitoring asthma through sputum analysis - a breakthrough that will improve treatment and spare patients from the discomfort and risks of more invasive procedures. As well, a \$1 million grant from the *Medical Research Council of Canada* has recently been received to conduct a multi-centre trial examining the effectiveness of lung volume reduction surgery in treating patients who have advanced lung disease including severe emphysema.

In June 1999, the *Canada Foundation for Innovation* announced an \$8.5 million grant to the Firestone Institute for infrastructure, and plans are underway to construct a new eight-story building to house the research facility. The Institute has also been generously supported by the Firestone Foundation.

■ OPTIMAL DRUG THERAPY

The Centre for the Evaluation of Medicines is another component of the Research Centre that is gaining international attention. Established in 1992, it is a multi-disciplinary research program that examines a wide range of issues important to the identification and promotion of optimal drug therapies. Pharmacists, physicians, and a cross-section of scientists including economists, epidemiologists, statisticians and experts

on information systems have joined forces to conduct research that is helping to shape therapeutic practices as well as public policy on health care expenditures. *The Centre for the Evaluation of Medicines* has been highly successful at attracting public and private funding for its research.

■ MUSCULOSKELETAL

Rheumatologists at the Father Sean O'Sullivan Research Centre are leaders in osteoporosis and arthritis research. Osteoporosis or "brittle bone disease" can lead to crippling fractures or even death. Arthritis can cause major pain in the joints and, in some cases, permanent disabilities. The osteoporosis researchers are focusing their efforts on the evaluation of new medications and the creation of a national database on the disease. The latter is supported by Procter & Gamble. The arthritis researchers are also testing new medications and have developed a novel approach to care that will diagnose arthritis earlier and speed up access to appropriate treatment.



Other areas of investigation at the Father Sean O'Sullivan Research Centre are:

■ SURGICAL OUTCOMES RESEARCH

This group is evaluating the effectiveness of surgical interventions, especially laparoscopic techniques.

■ GERIATRIC CARE

Along with other St. Joseph's Health Care System facilities in Kitchener, Guelph, Brantford and Dundas, the researchers are focusing on issues of aging in the community with particular emphasis on drugs in the elderly, the management of incontinence, and treatment of musculoskeletal diseases.

■ HEALTH SERVICES DELIVERY

Based at St. Joseph's Community Health Centre, this team is concentrating its research on how health care is delivered and what outcomes are achieved, including women's health and the interaction of community physicians with local pharmacists.

■ GENERAL INTERNAL MEDICINE/CRITICAL CARE

Among other projects, this group is studying the levels of care provided to critically ill patients, and the clinical and economic consequences of critical illness.

■ MENTAL HEALTH

This expanding program has conducted seminal studies on affective disorders and is involved in innovative community-based psychiatry research.

The Father Sean O'Sullivan Research Centre also plays an important role in training graduate students, research fellows and a variety of health professions in basic, clinical and evaluative research methodology.



As a university teaching hospital, we create an effective environment for learners and provide on-going educational opportunities for staff to enhance their knowledge and skills.

■ FSORC PEOPLE PROFILE

Wet/Basic Laboratory Activity:

	Current	2003/4
Basic Scientists (PhD's)	7	15
Clinician Scientists (MD's)	5	10
Technicians/Technologists	15	25
Post-Doctoral Fellows	2	4
Visiting Scientists	0	4
Summer/Honours Students	2	5
Graduate Students	5	15

Dry Laboratory Activity/Office Based Research:

	Current	2003/4
Faculty/Investigator	30	0
Research Associates	20	40
Research Assistants/Clerical	30	60
Graduate Students	7	15

Space Available:

- Wet Laboratory Research 8,580 sq. ft.
- Dry Laboratory Research 18,950 sq. ft.

Champions

St. Joseph's Hospital - Year by Year Accomplishments

of Care

- 1852 - Sisters of St. Joseph's arrive in Hamilton to care for the poor and the sick
- 1854 - Temporary hospital opened in railway freight sheds to care for the victims of cholera and typhus epidemics
- 1890 - St. Joseph's Hospital founded in former residence of Mr. John Young on John Street South, accommodating 25 patients - officially opened June 11, 1890
- 1894 - St. Ann's Wing added, bringing bed complement to 55
- 1902 - Electric light installed in operating room
- 1911 - St. Joseph's Hospital School of Nursing founded, with an enrolment of nine
- 1912 - X-Ray Department and first Laboratory opened
- 1916 - Surgical wing (present Centre building) added, bringing bed complement to 155
- 1923 - Medical staff reorganized and Hospital accredited by the American College of Surgeons for the first time, and awarded Grade A status
- 1924 - St. Monica's Ward for children opened, and Casa Marie opened as a Maternity Wing, increasing bed complement to 200
- 1926 - Undermount Nurses' Residence built
- 1941 - Our Lady of Victory built
- 1945 - St. Joseph's Hospital Auxiliary formed
- 1947 - John Street building opened May 3, 1947, bringing bed complement up to 394
 - Marygrove purchased to be used as nurses' residence
- 1950 - Casa Marie demolished as Women's Wing is opened, bringing bed complement to 457 beds and 102 bassinets
- 1952 - Lay Advisory Board formed
- 1957 - Radioisotope department (Nuclear Medicine) opened in affiliation with McMaster University
- 1960 - Dr. K. Williams, the hospital's first Medical Director comes to St. Joseph's
- 1961 - St. Joseph's is the first hospital in Canada to participate in Professional Activity Study (now replaced by HMR1) in Ann Arbor, Michigan
- 1962 - Surgical Addition officially opened by Premier John Robarts
- 1963 - Fontbonne Residence opened
- 1965 - Hamilton District Hospital Council formed - first chairman, Dr. J.D. Galloway
 - McMaster University Medical school opens
- 1966 - Demolition of the "1890" building
 - OMSIP begins to cover charges for treatment of outpatients
- 1967 - Opening of Dialyses by Dr. Matthew Dymond, Minister of Health
 - Pay parking begins
- 1968 - Board of Trustees, the first in the entire corporation, formed to replace the Lay Advisory Board - Dr. J.B. Osbaldeston, first chairman
- 1969 - Management Committee established
 - First Annual Staff Christmas Tea
- 1970 - St. Joseph's Hospital Foundation receives its Charter
 - Auxiliary-Volunteer Association Hostess Service initiated
 - First Kidney Transplant February, 1970
 - OPSU established
 - Opening of Chaplaincy Service and 43 Charlton Avenue
- 1972 - Opening of Renal Transplant Unit
 - Establishment of Methadone Clinic
- 1974 - First Live Kidney Transplant
 - OHA celebrates its Golden Anniversary: St. Joseph's Hospital receives a plaque in recognition of being a Founding Member
- 1976 - Establishment of Environmental Medicine Unit (Behavioural Medicine)
 - Contributions from staff to the Sisters of St. Joseph's Guatemala Relief Fund
- 1977 - Sisters of St Joseph hold "Open House" at the Motherhouse, to celebrate 125 years of service in the Hamilton Diocese
- 1979 - Firestone Regional Chest and Allergy Unit opened
- 1980 - May 1 Fire, leading to evacuation of the hospital with considerable property damage, but no loss of life
- 1981 - Opening of Chronic Care Unit, Self Care Dialyses and the Stelco Amphitheatre in Fontbonne
 - Palliative Care Service initiated



- 1982 - Opening of First Place Community Teaching Centre
 - Trillium Award - first time awarded to a Hamilton Hospital
- 1983 - Opening of East Region Mental Health Services
 - Acquisition of the CAT Scanner
- 1984 - Fundraising begins for Charlton Avenue Redevelopment and Expansion
 - Sign unveiled in east end of Hamilton for St. Joseph's Hospital Ambulatory Care Centre
- 1985 - Opening of St. Joseph's Hospital's Regional Dialyses Unit
- 1986 - Construction begins on Charlton Avenue Redevelopment project
 - Proclamation of Sisters of St. Joseph's Week November 1, to celebrate 150 years in North America and 135 years in Canada
 - Inauguration of Tel-Med Service by St. Joseph's Hospital Foundation
 - Opening of Rheumatic Diseases Unit
 - St. Joseph's Hospital hires Ethics Consultant - first in Canada
- 1987 - St. Joseph's Hospital opens the Hamilton Women's Detox Centre
- 1988 - The opening of the St. Joseph's Hospital Spinal Centre.
 - The opening of the new St. Luke Wing, which includes a new Emergency Department, Fracture Clinic, Outpatient Department, Radiology Department and new laboratory facilities
- 1989 - The new Bishop Dowling Wing opens, which includes a new Intensive Care Unit and Pre-Operative Assessment Unit, a new Day Surgery Unit; new facilities for the Therapy Services including PT, OT, and Communication Disorders; a new Coronary Care Unit and a new Obstetrical Unit
- 1991 - St. Joseph's Community Health Centre opens, serving the residents of East Hamilton and Stoney Creek
- 1994 - The Father Sean O'Sullivan Research Centre opens, specializing in four areas of research for which St. Joseph's has already received international recognition: chest and lung, kidney and urinary, musculoskeletal, and optimal drug therapy
- 1995 - Launch of the St. Joseph's Health Care System Research Network
- 1996 - Location of offices of the Department of Surgery, Faculty of Health Sciences, McMaster University at St. Joseph's Hospital
 - St. Joseph's Hospital takes over the management and operation of First Place Family Medical Centre (Name changed to St. Joseph's Family Medical Centre)
- 1997 - February, Hamilton-Wentworth District Health Council recommends closure of St. Joseph's Hospital. A tremendous "Save-the-Hospital" campaign ensues
 - November, Ontario Health Services Restructuring Commission's Preliminary Report recommends keeping St. Joseph's open and expanding its mandate to include management of regional specialized mental health services and expansion of chronic care beds
- 1998 - Launch of St. Joseph's Centre for Acute Injury Rehabilitation in February
 - May, Ontario Health Services Restructuring Commission's Final Report confirming November '97 recommendations; as well, it was recommended to the Minister of Health that St. Joseph's Hospital assume governance and management of Hamilton Psychiatric Hospital
- 1999 - January, Minister of Health approves transfer of governance and management of Hamilton Psychiatric Hospital to St. Joseph's Hospital - transition planning process begins
 - February, Launch of Anxiety Treatment and Research Centre
 - June, Canada Foundation for Innovation announces \$8.5 million grant to Firestone Institute for Respiratory Health
 - Government of Ontario announces funding for a MRI to be operational in 2001
 - CMAS (Centre for Minimal Access Surgery) teaching centre launches in October

Champions of Care

St. Joseph's Hospital - Mission Statement

OUR IDENTITY

We are a Catholic hospital, owned and operated by the St. Joseph's Health Care System and committed to carrying out the healing mission of Jesus Christ. We are a university teaching hospital, affiliated with the Faculty of Health Sciences, McMaster University.

We are dedicated to providing compassionate, sensitive care to our patients and their families and to achieving excellence in health care through our on-going commitment to education and research.

OUR VALUES

We believe in the dignity of the person and the sacredness of human life.



In response to the gospel message, we have a special obligation to the poor and unwanted.



We communicate with our patients and each other openly, honestly and with sensitivity.



We respect patients' different needs in our multicultural and multilingual community.



We expand the boundaries of health science by developing and promoting research activities.



As a university teaching hospital, we create an effective environment for learners and provide on-going educational opportunities for staff to enhance their knowledge and skills.



We are dedicated to the well-being of our community and reach out to promote health and prevent illness.



We are committed to using our resources responsibly and to protecting the environment.



Working together as a community, we respect personal and professional integrity, involve staff at all levels in decision-making, and recognize their contributions to our common mission.

OUR COMMITMENT

In 1890, the Sisters of St. Joseph of Hamilton established St. Joseph's Hospital to respond to the needs of immigrants, orphans, the poor and the dispossessed. In this same spirit of compassion, innovation and commitment to the needy, St. Joseph's Hospital will continue to strive for excellence in the care of the people of the Hamilton-Wentworth Region and the surrounding areas.

Together, we are dedicated to these values
and will commit our skills and resources to fulfill this mission.

St. Joseph's Health Care Foundation

Hamilton-Wentworth



■ OUR MISSION

St. Joseph's Health Care Foundation, Hamilton-Wentworth, is a fund raising organization that supports the St. Joseph's Hospital family in providing quality, caring healthcare to the community in the spirit and tradition of the Sisters of St. Joseph.

■ OUR GOALS

St. Joseph's Health Care Foundation is a registered charity committed to raising funds that will allow St. Joseph's to continue to care for those in our community who need our help. St. Joseph's Hospital, St. Joseph's Community Health Centre, and the Father Sean O'Sullivan Research Centre are helping the people of Hamilton-Wentworth enjoy a healthy future.

Today, the Hospital addresses community health not only through the Hospital itself but also through St. Joseph's Community Health Centre in Stoney Creek. Education and Research is conducted through our Father Sean O'Sullivan Research Centre. All our activities lead directly to patient care.

The objectives of the Foundation are to raise and administer funds for support of:

- Patient Services, including highly specialized innovative patient services
- Health Education for all staff involved in providing patient care
- Health Research
- Capital Projects, including property and equipment purchases

St. Joseph's must rely on the generous financial support of friends in the community if we are to maintain this level of care. Your help and contribution makes a real difference. St. Joseph's Health Care Foundation provides funding to many programs, which are critical to the health of this community.

Gifts to the Foundation can be made through a variety of tax-deductible vehicles, including cash, securities, bequests and legacies, life insurance, gift annuities, gifts in kind, and charitable remainder trusts.

MAKING A COMMITMENT, MEETING THE CHALLENGE.



ST. JOSEPH'S HOSPITAL
50 Charlton Avenue East
Hamilton, Ontario L8N 4A6

ST. JOSEPH'S COMMUNITY HEALTH CENTRE
2757 King Street East
Hamilton, Ontario L8G 5E4

ST. JOSEPH'S HEALTH CARE FOUNDATION
354 King Street West
Hamilton, Ontario L8P 1D3



St. Joseph's Hospital is an accredited teaching hospital affiliated with McMaster University.
St. Joseph's Hospital is a member of the St. Joseph's Health Care System.

*If you require further information, please feel free to contact our Marketing and Community Relations Department at
(905) 522-1155 or visit our website at www.stjosham.on.ca.*