

## Saying Thank you makes a difference

*Osler Foundation's new program will help support great patient care*

Osler patients have good things to say about the care they receive at Brampton Civic and Etobicoke General Hospitals.

For patients and families who are inspired to give a donation as a way of saying "thanks", William Osler Health System Foundation has launched a

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## Coming soon: Goldhart Ranney Lecture

As some of the longstanding members of the Etobicoke community may know, the Goldhart Ranney Lecture is an event which is rich in tradition.

The first Goldhart Ranney Lecture was held in 1979. It was funded by the generosity of Irwin Goldhart. Mr. Goldhart was an active member of the hospital's Board of Governors and served on many key committees. He also contributed generously to the hospital's Building Fund.

The Lecture was also named in honour of funding sponsor and leading community champion and Board Chair, Kenneth Ranney.

Over the years, a long and impressive list of speakers has presented at the Lecture. These have included Apollo 13 Captain James Lovell, Dr. Thomas Starzi, a pioneer of kidney and liver transplantation;

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## Next up: Accreditation Canada onsite survey September 30 - October 4

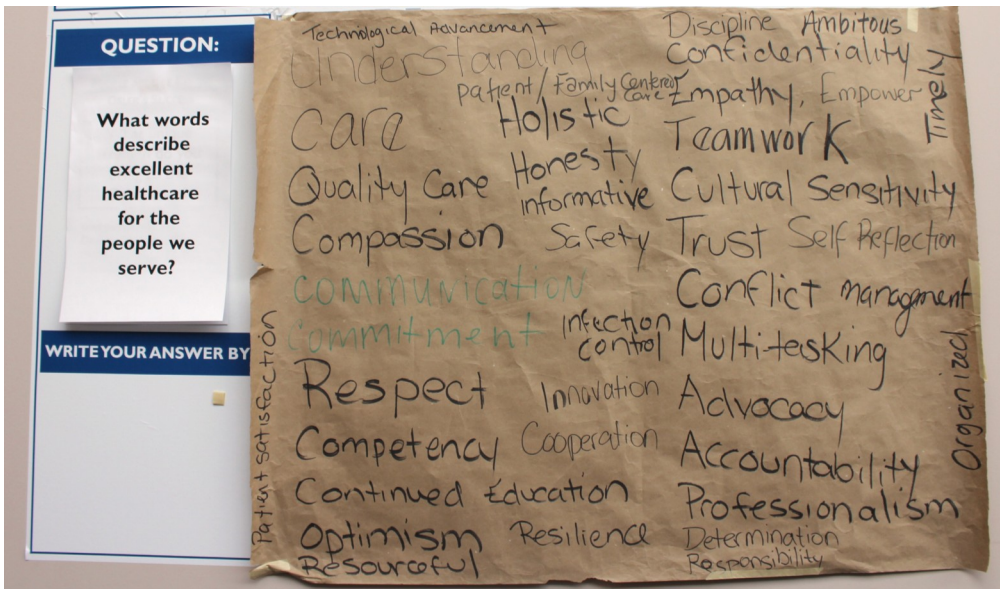
The accreditation survey is less than one week away. Accreditation Canada surveyors will be onsite at Osler from September 30 – October 4. Here are the top eight things that you need to do to help us reach our goal of "Accredited with Exemplary Standing:"

- Know that all staff, physicians, volunteers and students can be interviewed during a tracer by an Accreditation Canada surveyor.
- Be familiar with quality improvement initiatives on your unit and across the organization. A great example is the performance huddles.
- Be prepared to talk about how you collaboratively meet the needs of patients and families through communication and transfer of accountability. For example, change of shift, breaks and patient transfers to another unit or agency.
- Know how your unit's objectives support the goals of the organization. You

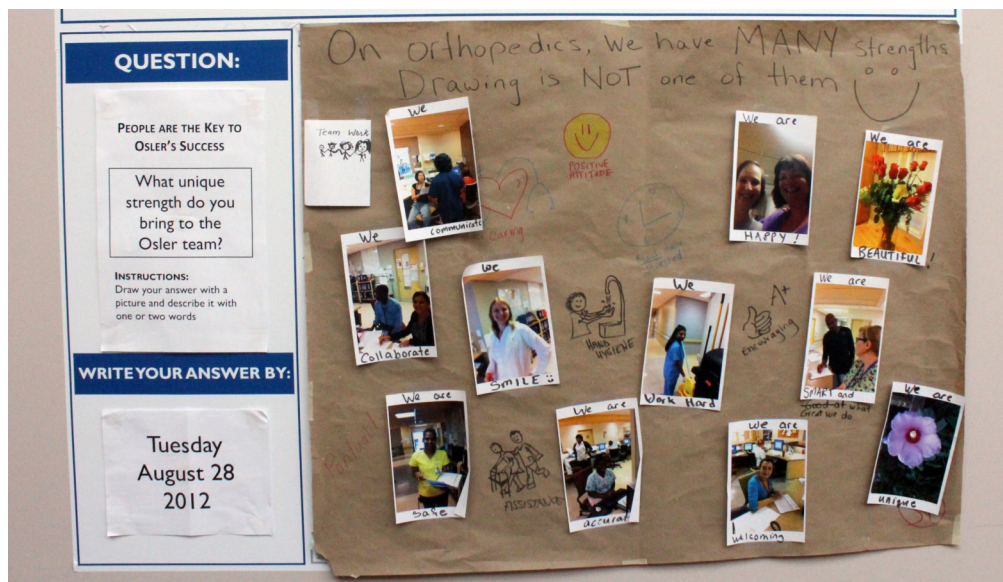
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**Urban Hero:** Dr. Tina Mesisami receives her Etobicoke Guardian Urban Hero Award from Toronto Community News Publisher Ian Proudfoot at a special ceremony on June 25, 2012. Story on page 3



“What words describe excellent healthcare for the people we serve?” An example of Wallpaper from the EGH Endoscopy team.



“What unique strength do you bring to the Osler team?” An example of Wallpaper from the BCH Orthopedics team.

## Strategic Planning - the writing's on the wall

This summer, Osler’s hallways featured a different kind of artwork. As part of our corporate strategic planning process, Strategic Wallpaper was posted in 125 locations across all sites and gave team members the opportunity to write their answers to various questions.

Staff, physicians and volunteers provided thoughtful input! The first question was “what words describe excellent healthcare for the people we serve?” and the second question was “what unique strengths do you bring to the Osler team?”

Check out some of the creative responses from the Endoscopy unit at EGH and the Orthopedic unit at BCH in the photos above.

Another Strategic Wallpaper question is planned for the end of September, so get ready to put your writing on the wall. For more information about Osler’s strategic planning process, check out the OslerNet page under ‘Corporate Information’.

## Diversity Advisory Council - Driven by diversity

Each day on the job at Osler is a day to learn more about the values and beliefs of patients and their families. That’s evident in the work of our Diversity Advisory Council (DAC). Council members are champions for diversity and equity across the organization and provide leadership, guidance and perspective on the needs of patients.

Committed to helping everyone understand, respect and care for all people, the DAC is instrumental in creating an inclusive and accessible work environment at Osler. DAC members act as liaisons on matters of diversity with their teams. They initiate and promote access to health equity which is fundamental to caring for diverse patient needs. For example, working to improve access for those experiencing barriers due to language, culture or disability.

In the words of council member Lysa Lecky, “I believe Osler’s diversity practices are truly best practice and separate what we do from every other hospital in Ontario.”

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## Tips for accreditation

can find more information about our five priorities on OslerNet and your department’s performance score card.

- Know how your unique role supports service excellence and quality patient care. Be comfortable talking about your area of service, your practice and your role as an employee.
- Talk about the things you are proud of and share what we do really well at Osler! This is our time to shine!

## An 'Urban Hero' among us!

Dr. Tina Meisami, an oral and maxillofacial surgeon at Etobicoke General Hospital, has been awarded a 2012 Etobicoke Guardian Urban Hero Award for her volunteer work in providing free dental and orthodontic treatment to abused women in the Toronto area.

### Treating abused women

Three years ago, Dr. Meisami initiated the Dr. Borna Meisami Commemorative Foundation in honour of her brother Borna, an orthopaedic surgeon, who passed away five years ago. Through connections with women's shelters in the Greater Toronto Area, Dr. Meisami and a number of dental colleagues treat abused women,

which has a positive impact on their road to recovery. The program, 'Restoring Smiles', goes beyond the treatment of teeth and facial features.

"Many women who come to us suffer from anxiety, depression, self-confidence issues, and social stigma because of teeth that are missing, discoloured, or broken," said Dr. Meisami. "It is incredible how correcting teeth can empower a woman and inspire confidence so that she might obtain a job, enter into a healthier relationship, and live as a happier, more independent member of the community."

For more information about the program, please go to [www.drmeisamifoundation.com](http://www.drmeisamifoundation.com)

## Lunch with the President returns

Lunch is a great time to recharge for the second half of the work day. Why not make it even better and take part in *Lunch with the President* program this fall?

All staff, physicians and volunteers are invited to the second season of *Lunch with the President*. These informal sessions give staff the opportunity to engage with colleagues and share their thoughts, concerns and ideas for Osler.

Our first round of lunches had more than 60 attendees from across Osler. Feedback has been very positive - 100 per cent of people agreed that they felt comfortable participating in the conversation over lunch and nearly 100 per cent said they would recommend colleagues attend a future session.

You can submit your name to attend an upcoming Lunch with the President via OslerNet under Employee Sandbox. Bring your Appetite, questions and your ideas!

## Legacy left for new families

*John Hamilton Lyons' generosity memorialized in BCH's Post-Partum Unit*



*Pictured at the plaque unveiling are (L-R): Ken Mayhew, Osler Foundation President & CEO, Mrs. Jewel Lyons and Leighanne Mackenzie, Director, Women's & Children's Services.*

This summer, Osler Foundation hosted the Lyons family for a special recognition event in honour of the late John Lyons.

An inscribed plaque unveiled in the Post-Partum unit remembers Mr. Lyons as a "good and faithful servant", demonstrated by his generous legacy gift of over \$260,000 to Brampton Civic.

All six of John and Jewel Lyons' children were born at Peel Memorial. Most recently, a granddaughter was born at Brampton Civic.

Ken Mayhew, Osler Foundation President & CEO and Women's and Children's Director, Leighanne Mackenzie, were on hand at the event to personally thank the Lyons family for their generosity.

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## All invited to Goldhart Ranney Lecture

and world-renowned heart specialist, Dr. Tirone David.

This year, Dr. Mehran Anvari, a pioneer in the use of robotics for minimally invasive access surgeries, will take the stage and provide engaging accounts of his experience with hospital telerobotics-assisted surgeries.

The 2012 Goldhart Ranney Lecture will be held on Wednesday, October 17, 2012 at 7:30 p.m. at the Sheraton Toronto Airport Hotel & Conference Centre. The Lecture is free. Staff, physicians, volunteers and members of the community are invited to attend. For more information, please call 416-747-3400 ext. 32031.

# Happy Anniversary! Let's celebrate Osler October 29 - November 3

It's time to celebrate important milestones at Osler and this year, wherever you work, it's your anniversary! We are celebrating all of the great care, compassion and special memories which have accumulated over the 40 years of care at Etobicoke General, five years at Brampton Civic and the 82-year legacy of care at Peel Memorial.

## Thanks for the memories!

Do you have a great Osler story or memory that you'd like to share? Here's how!

- Send any interesting story or photo to [anniversaries@williamoslerhs.ca](mailto:anniversaries@williamoslerhs.ca). Leave a lasting message and you could win two tickets to the Sarah

McLachlan Benefit Concert.

- Be a part of Osler's **I ♥ MY Hospital** anniversary mosaics for BCH and EGH by contributing your own mosaic piece.

## Anniversary mosaic message creation stations are at:

- ◇ BCH every Wednesday from 10:00 a.m. to 3:30 p.m. near the Foundation office.
- ◇ EGH every Thursday from 10:00 a.m. to 3:30 p.m. near the Tim Hortons.

We will be celebrating Osler from October 29 – November 3 and there are plenty of ways to get involved. For more information see our special anniversary website [www.CelebrateOsler.com](http://www.CelebrateOsler.com)

Monday, October 29	Multi-faith Sunrise Ceremony	EGH
Tuesday, October 30	Anniversary Celebration, unveiling of EGH Anniversary Mosaic, cake	EGH
Wednesday, October 31	Anniversary Event, unveiling of BCH Anniversary Mosaic	BCH
Thursday, November 1	Celebrating Peel, opening two time capsules	Peel site
Friday, November 2	Multi-faith Sunrise Ceremony	BCH
Saturday, November 3	Commemoration at Sarah McLachlan Concert	Rose Theatre, Brampton

## Etobicoke Generals bring home the gold!

There were bruises and scraped knees but this was not a scene from one of our ED's. It was part of the scene at Osler's annual baseball tournament, held at Fred Kline Park on August 22. The Etobicoke Generals managed to bring their brooms to the diamond as they swept the tournament. They were undefeated throughout the round-robin against the Brampton Buccaneers and the Airport Road Rockets. The competition was fierce in the championship game but the Generals prevailed and took home the corporate plaque. The Generals enjoy bragging rights for yet another year.



**Brampton Civic**  
**Etobicoke General**  
**Peel Memorial**

Osler Voices is published for and about staff, physicians and volunteers of William Osler Health System. If you have an interesting story, please call (905) 494-2120, ext. 59828

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## New way to say 'thanks' for receiving great care

new program called "A Gift of Thanks." Patients, family members and visitors can now use one of the new brochures entitled "A Gift of Thanks" to make a gift in support of equipment and programs. These brochures are available throughout Osler hospitals.

People can also use the brochures to send a personal message of thanks to the clinical unit, staff members and physicians who made a difference to their care experience.

Completed forms can be dropped off at the Foundation's offices at EGH or BCH or be taken home and mailed postage-paid at a later date.

The Foundation will acknowledge donations with a thank you letter and a tax receipt (for donations of \$20 and more).

Notes of appreciation received from patients will be forwarded to the appropriate staff member(s) so they will know their care has made a difference.

There are many ways to support great patient care – "A Gift of Thanks" is one that truly comes from the heart.

To learn more, pick up a brochure at one of our hospitals or visit [www.OslerFoundation.org](http://www.OslerFoundation.org)

Get online with the CEO  
Visit Matt Anderson's  
blog "A Minute with  
Matt" on the OslerNet  
homepage

