



January 15th, 2008

Oncology Clinic Opens on TEGH's 80th Birthday



Photos: Kevin Holm, TEGH

Ribbon cutting in front of Jenny's Garden wall, donated in honour of Jenny, previous Oncology clinic patient.

TEGH's new Oncology Clinic was unveiled to donors, patients and friends at a reception and ribbon cutting ceremony on the hospital's 80th birthday. This is the first area to be officially completed as part of TEGH's \$200 million redevelopment strategy.

The Oncology Clinic has long been recognized for its supportive care, described as a "beacon of light" by one of its current patients. Until recently, this care was provided from a small and outdated space in one of the hospital's oldest buildings.



Helen Wilson, who turned gold key at TEGH opening in 1929, cuts birthday cake 80 years later.

Now in a more accessible and patient-friendly area, the Clinic will provide a comfortable and spacious environment

for the growing number of cancer patients and their families. The new space has the capacity to house the most up-to-date technology, allowing us to combine the best medical care with our renowned compassion.

Terry Sullivan, CEO of Cancer Care Ontario, spoke about the need for an innovative push to expand capacity in community hospitals as the number of cancer cases in Ontario continues to grow. He praised TEGH for its leadership stating, "*Your efforts in this area have been a key part in the success of this strategy to date.*"

Mikki Layton, Manager, Medicine Health Services, spoke of the special relationship the Oncology team has developed with its donors and community and acknowledged the tremendous support that helped make this new space a reality.

Congratulations to all who have worked so hard to make this day happen.

Staff Share Memories at 80th Birthday Breakfast



On the morning of TEGH's 80th birthday, January 12th, 2009, staff, physicians and volunteers celebrated together at a birthday party breakfast in the café on four.

- *"TEGH is a great place to be a learner!"*
- *"Toronto East General ROCKS!"*

Thanks to everyone for their part in making this such a successful institution. Looking forward to 80 more...

To mark the occasion staff were asked to share their thoughts and memories about working at TEGH. The feedback received clearly demonstrates the strength of the hospital as we move into our ninth decade:

- *"Greatest place on earth to work."*
- *"I am so grateful for the privilege of working here!"*
- *"This is one of the BEST hospitals to work at. People are caring & excellent."*
- *"Being an employee at TEGH is one of the best things that happened to me. I was a new landed immigrant when TEGH opened the door for me."*



Food Services staff & Rob in a celebratory mood at birthday breakfast.

Looking Back at Eight Decades of Care

On January 12th, 2009 Toronto East General Hospital (TEGH) achieved a remarkable milestone as it celebrated eight decades of care. The hospital opened its doors in 1929 in response to the need for a facility to care for the rapidly growing population of east Toronto. Since the first day of its operation TEGH has consistently provided excellent and compassionate care, while growing and changing in response to the evolving needs of its community and the health care system.

In the early years, TEGH developed and changed at a rapid pace, responding to needs as they arose. The 1930s witnessed a doubling in demand for service. Bed capacity was increased regularly, but it seemed more capacity was always needed.

1930s

- Opened the TEGH School of Nursing (1930), which helped address a city-wide shortage of nurses
- Opened its first Emergency Department
- Amalgamated with the Toronto Orthopaedic Hospital (1932), bringing a major care focus to TEGH
- Built a Nurses' Residence in 1932 to provide accommodation and classroom facilities for nursing students
- Joined with the Ontario and Toronto Departments of Health to support the nation's fight against Polio

During the 1940s, World War II had a dramatic effect on the delivery of health care and TEGH stepped up to accommodate these needs.

1940s

- Continued to expand, developing two new wings (E and F)
- Took on the role of a transitional hospital for veterans, treating 5,000 military patients between 1944 and 1947
- Continued to increase bed capacity but was still challenged to look after the number of patients needing care
- Emergency treated, on average, 180 patients/day in the early 1940s
- To deal with the post-war baby boom the South Pavilion was converted to an obstetrics ward in 1947. Over 15,000 babies were born during the 1940s
- Responded to a shortage of medical staff, technicians and nurses during to World War II, by:
 - doubling the enrolment of the School of Nursing
 - opening a School for Laboratory Technicians (1945)
 - increasing medical teaching capacity after being officially recognized as a post-graduate teaching hospital by the Royal College of Physicians and Surgeons of Canada and being reclassified as a Class 'A' teaching hospital (1949)

Emotional Intelligence

Understanding Emotional Intelligence

Have you ever been in a situation where you mentally froze, but a few minutes later thought of what you should have said? Or, have you experienced a situation where you wanted to say “no” but left having said “yes” again!

Emotional Intelligence (EI) is the ability to effectively perceive, manage and use one’s emotions and to effectively manage emotional connections with those around us.

By strengthening EI skills, you can become more successful in handling stressful, emotionally charged situations. **Being emotionally intelligent has been shown to be a greater predictor of success in work and personal relationships than IQ and technical skills combined.**

Popularized by Daniel Goleman in his 1995 book, Emotional Intelligence, the concept of EI rests on our ability to be self-aware, manage our emotions and connect emotionally with others around us. These three core competencies are described below.

Self-awareness - The foundation on which all other EI competencies are based. When you are self-aware, you are able to recognize what might be driving your own behavior and performance, allowing you to manage your emotions and connect effectively with others around you.

Emotional Management - The ability to manage



TEGH’s certified EI facilitators.

and use our emotions, especially during times of challenge and change. Managing emotions well helps to improve our performance and ability to make decisions, especially in the moment.

Emotional Connection - The ability to truly connect with others. This helps to build stronger relationships.

The good news is that EI can be learned and strengthened. At TEGH, certified facilitators teach a four-hour course, *Personal Leadership for Emotional Intelligence*. During the class, you will learn how to manage and handle situations you may not have previously responded to as effectively as you would have wished.

Over the next year, one of the EI competency core indicators will be highlighted each month. Tips on improving each competency will also be provided. To test your current EI, take an on-line test from IHHP: <http://www.ihhp.com/quiz.php>. To sign up for a class, visit the Corporate Education section on **icare**.

TEGH Staff Make a Difference

All staff, physicians and volunteers at TEGH can say they’re making a difference, but a growing number can prove it. With the development of the ‘I Make a Difference’ campaign, gold-studded star pins with blue ribbon have been appearing on lanyards and clothing in every department.

These pins recognize individuals who exhibit the Core Service Standards on a regular basis. Pins are presented to staff, physicians and volunteers by management who then ask every recipient to “Pay it Forward” and hand two more pins to people they see demonstrating the Core Service Standards.

Pictures of recipients will be displayed outside the

café on four beginning in February. Also, look out for featured recipients in upcoming In Generals.

For more information contact Jackie Pugh-Roberts, x3853.



At TEGH, I make a difference to patients

“My work experience at TEGH continues to be satisfying and rewarding. As a social worker on my team, I help to empower and encourage patients to reach their full potential.” - Natasha Alfred

DOCH-2 Community Research

Research Findings

Did you know that we are in the third year of the DOCH-2 (pronounced "doc-2") research program at TEGH? This year, we have 13 second year medical students doing research projects within our TEGH community. They are working with folk from many departments throughout the hospital such as patient education, PWC, CCU and ENT. Projects range from 'Assessing the Needs of Parents Whose Children are Waiting to be Assessed for Developmental Delays' to the 'Development and Evaluation of an Educational Pamphlet for Post-Mastectomy Patients in Southeast Toronto'.

The DOCH-2 program was established in conjunction with the University of Toronto Medical School and Wightman-Berris Academy. It aims students towards achieving the research and education goals of the TEGH Clinical Research Program. The program develops an incentive for high-quality research and promotes the academic activities of the Clinical Research Program to internal and external stakeholders.

DOCH-2 promotes research that influences clinical practice, improves the effectiveness or efficiency of patient care, and/or specifically addresses patient concerns in the following areas:



- Assessment of the health needs of a community group
- Assessment of a barrier to health for a community group
- Development of a new instrument/resource using sound evidence & evaluation plan
- Evaluation of an existing program/resource
- Implementation of new treatment techniques or protocols
- New processes that address patient problems or improve efficiency, quality procedures, approaches to assessing & managing side effects
- Patient quality of life improvement

For more information on present and past projects please visit the **icare** website: http://intranet/bins/content_page.asp?cid=467-2654.

The smiling faces above are the 2007-2008 DOCH-2 students. We look forward to another great year with this year's students.

Emergency Department 'Santa for Seniors'



Santa Bill shares a moment with senior patient.

While normally providing food and money for a family in need at Christmas, this year the Emergency Department staff wanted to do something that emphasized their commitment to geriatric care. As a result, they decided to bring a little cheer to seniors who had to

stay in hospital over Christmas.

On Christmas Day, Bill Bristow (Santa) and Elsa Gravitis (Mrs. Claus), visited patients on the geriatric floors and gave out small bags of treats. Money for the "gifts" was provided from individual staff donations (hospital-wide and ER staff).

The day was a great success and proved to be very rewarding for Bill and Elsa as well as the patients. Thank you for your commitment to our seniors!

Accountability Awards

Congratulations to the following employees who have recently been recognized by their colleagues:

Annmarie Adams, Minor OR

Josie Barbieri-Tacoma, CCC & Rehab

Massie Bidar, Emergency

Marla Fryers, VP Programs & CNO

Katie Hanson, CCC & Rehab

Kevin Workentin, CCC & Rehab