

WHAT'S UP?

at The Royal

a newsletter for staff and volunteers

WINTER
2016



Unit profile: Where mental health and sleep intersect page **4**



The Royal's holiday cheer page **5**



Life lessons learned at Long Service Awards ceremonies page **8**



Forensic Assessment Unit walking group takes on cross-Canada challenge

They say the first million is the hardest to make, but the walking group in the Forensic Assessment Unit took just two months to make their first million — steps, that is.

The group racked up the steps in the halls of the unit, hitting the target in September. Now

they're on their way across Canada — a virtual journey they expect to take about a year. Right now they're in Cape Breton, on their way to Vancouver.

"It's hard to be on a locked unit, especially for those here for longer than a 30-day

assessment," says Diane Hoffman-Lacombe, a forensic and clinical psychologist with the Integrated Forensic Program. "It just goes to show that when you put your mind to it, it's possible to do things in units such as this one."

The walking program began in February, but the challenge to hit a million steps invigorated it. About 14 people participate — an impressive two-thirds of the unit.

One client has lost 60 pounds. His workouts in the gym and

...continued on page 2

Quality Connect SMALL STEPS MAKE A DIFFERENCE FOR PATIENTS

A new project to help programs get headed in the right 'quality improvement' direction is in full swing with little rubber balls flying and pigs galore.

Yes, that says pigs galore — drawings of them, at least.

It's a lesson in the value of developing the tools you need to get a consistent result. On the first drawing attempt during a recent day-long workshop for the Schizophrenia and Recovery Program, the nine people around the table all have very different looking pigs. But as new tools are introduced, the pigs begin to take on a uniform look.

"With clear expectations and some directions and tools, you will get there," explains Jim Lambley, The Royal's Quality Improvement (QI) facilitator.

The idea of the Introduction to Quality Improvement workshop is to help each program area get started on quality initiatives that ultimately support one of the organization's strategic priorities domains — care, discovery, partnership, engagement or resources (see the Strategic Plan Corner on page 7 for more information).

Presented by Lambley and Tracy Wrong, director of Quality, Patient Safety and Risk Management, the workshop is

designed to give staff the QI tools that will help develop one or two small initiatives that can be achieved within a couple months.

The participants quickly write down improvement ideas and share them with the group.

The exercise helps people discuss the things they value most and how they align to the strategic plan.

Recognizing there was inconsistency in discharge planning between the inpatient, outpatient and recovery units, the Schizophrenia and Recovery team decided to focus on the process and on refining existing tools to ensure all the boxes are checked — literally.

"We are updating our discharge checklists to include who is responsible for which items so there is no confusion about who does what," Alex James, acting manager, Patient Care Services Schizophrenia Inpatient Unit, explains two weeks after the workshop.

Instead of doing it when someone is being discharged, they are going to start the form when a patient is admitted and update it at the weekly meeting.

"When we do it at the actual discharge, we are spending a lot of time trying to track information down," James explains.

Now, most of the information, such as the referring doctor or community pharmacy, will already be filled in.

Wrong and Lambley are keeping in contact with a representative from each workshop group to provide support and advice as the improvement initiative is underway. "It is about starting small," Wrong explains.

"Small improvements add value, make a huge difference, and build momentum for change."

For James and the program team, the initiative is a work in progress that will be assessed in 90 days. But, they are confident that at the end of implementation, it will be the patient who benefits most.

"We are changing the process to work for us and for our clients," she says. ●



The Royal's Foundation Who inspires you?

The Royal's Foundation is currently accepting nominations for the 2017 Inspiration Awards to be presented at the gala on Friday, March 3, 2017.

Nominations are open in the following categories: Youth, Personal (two), Young Researcher, Community and Leader for Mental Health.

For more information, go to the Foundation webpage at theroyal.ca/foundation.

THE NOMINATION DEADLINE IS JANUARY 12, 2017.

Forensic Assessment Walking Group continued...

participation in the walking program have contributed to this accomplishment. "The walking group is a valuable activity because it gives us something tangible that we can do to occupy some time," he says.

Participants use pedometers funded by The Royal's Volunteers to get immediate feedback as they walk through their unit's halls. Clients who walk at least five times a week get coupons they can exchange for healthy snacks at the canteen. At significant step milestones, rewards include coffee or a pizza party.

"We would love to challenge other units!" says Hoffman-Lacombe.

Walking is an ideal activity because it's good for both the body and the mind, and it's very accessible for most people.

"I don't know anyone who, after walking, regrets doing it and wishes they sat down and did nothing. Everyone feels better," says Hoffman-Lacombe.

She hopes that when people develop the habit, they'll keep it up even after they leave the unit.

"I do it more for health than for the rewards," says another client. "It's a good way the group can get together and do something social and positive. Very rarely do you see people doing it all by themselves." ●



What makes a workplace healthy? Kim Kealey and Virginia Smith have given this question a lot of thought. And, as the co-chairs the Healthy Workplace Committee, they want to know what you think, too.

“The committee is a group of people interested in improving employee experience, in terms of both physical and mental wellbeing,” says Kealey, who is director of Finance and Corporate Services. The Healthy Workplace Committee has coordinated many great initiatives, including

the Spring Into Wellness events, Weight Watchers at Work, Ottawa Bike Week, and the Great Gingerbread House Contest, which was held in Ottawa on Dec. 9. The IT department made the winning house, an impressive five-tiered creation with a unique take on the 12 Days of Christmas. There were 13 entries, and the contest raised \$300 for The Royal's Volunteers. The contest in Brockville was on Dec. 15, and raised money for the Forensic Patient Fund.

The committee is also offering conflict resolution, diversity, and inclusion training for staff, as well as a toolkit to help managers recognize and reward their staff. It is also looking to expand its Healthy Workplace Champions program.

“We are looking for people to champion different areas of healthy living that they find interesting,” says Smith, who is an

administrative assistant for Occupational Health and Safety.

These champions could be staff working in their own programs or departments to get everyone participating in the Healthy Workplace Committee's programs, but they can also be people who have a passion for healthy living that they want to share with their colleagues.

This passion could be vegan cooking. It could be knitting, meditation, gardening, or almost any life-enriching activity. “It doesn't have to be a big to-do! It can be something simple,” says Smith.

If you'd like more information or to become a Healthy Workplace Champion email healthyworkplace@theroyal.ca and check out the Healthy Workplace Committee's page on OREO. ●

A good walk brings sense of community, hope for BMHC clients

*By Julie Basiliadis
BMHC Forensic Treatment Unit*

As an occupational therapist, I am always trying to think of new and exciting ways to engage my clients in meaningful occupations to help empower and motivate them in their path of recovery. When I found out that the Brockville community was hosting a Terry Fox Run Event last fall, I saw an opportunity.

It was a chance for so much more than a little bit of exercise on a fall afternoon. It was an opportunity for clients to set and achieve a meaningful goal. It was an opportunity to overcome physical and mental limitations. Most importantly, it was an opportunity for these clients to feel a sense of connectedness to the community that they live in.

Some of the five clients approached jumped on the chance, while others were a little

more reluctant to accept. However, after a few training sessions and pep talks, all five confidently accepted the challenge. I was ecstatic!

So off we went. Sunday, September 18, 2016, will be a day I remember for years to come!

Everyone was excited and eager to get to the course. We got to dedicate our walk to someone we know who has been affected by cancer. We also had the chance to listen to a cancer survivor speak who provided some inspiring words.

The day was certainly not without its challenges. Some clients powered through the course, and others required a little more time, and a lot of encouragement. I am proud to say all of the clients persevered and completed the five kilometre course! And everyone waited at the finish line to cheer the last person across the line. It was wonderful to see.

At the end, each client expressed a sense of pride for their accomplishment, and the smiles on their faces were infectious. Each client said they would like the opportunity to do it all again in the future. One said it was “inspiring.” Another said, “It felt good! I felt like I accomplished something.” And another said it was a “really long walk. But I did it!”

I knew it was going to be a special day. But I have to say, when I saw what the power of achieving a meaningful goal and what feeling like part a community can do for an individual, I was blown away. I hope we will all strive to continue to seek out opportunities like this for our clients. It can be so simple but so powerful in promoting hopefulness in the path of recovery. ●

Sleep Clinic: Where mental health and sleep intersect



Dr. Elliott Lee and Lisa Kis

When most of The Royal's outpatient services have wound down for the evening, Sleep Clinic clients have just begun to settle in.

The clinic offers specialized expertise in the relationship between mental health and sleep, and it brings in clients who may not otherwise come to The Royal.

These people are often already thinking about the somewhat strange experience ahead of them: getting wired up and sleeping in an unfamiliar setting. But, a sleep study in a mental health care centre?

"When they go to book it, sometimes patients are asking 'Is it going to be locked? Am I going to be safe?' But afterwards, they say 'This is such a pleasant environment — it's not what I expected!'" says Lisa Kis, a sleep technologist and the clinic's manager of Central Services.

"We see the stigma around mental health issues becoming less over the course of a single night with us."

Sleep and mental health are very strongly linked, says Dr. Elliott Lee, a sleep specialist with the clinic.

"Sleep and mental health have a bidirectional relationship," he says. "A lot of people understand that people with mental health issues often also have sleep problems — for example, people who are depressed or anxious often don't sleep very well."

What people may not realize is that sleep problems can also cause or aggravate ongoing mental health issues, he says.

"One in five people with depression has some form of sleep apnea, and one in five people with sleep apnea has some form of depression, but a lot of physicians and

patients don't make that connection," Dr. Lee explains.

The Royal's clinic distinguishes itself because its staff have specialized expertise in the relationship between mental health and sleep.

"When you don't sleep well, it affects everything, including your mood," Kis says.

The clinic also offers a lot of patient-physician contact, which sets it apart.

The patient sees a sleep specialist who reviews their history before the test. After, they have a follow-up appointment at The Royal. This is in contrast to many sleep clinics where patients don't see a specialist first, and depending on the results, don't see one after — the results go directly to their family doctor, who may not know how to interpret them.

As a result of the amalgamation of expertise and quality care, the Sleep Clinic's services are in high demand. It has gained a good reputation, says Kis, who remembers a time it received only 30 referrals a month. Now, it gets 150-200 referrals each month. ●

The Royal's celebrating the holidays in full force



The winner of the Ugly Sweater contest is Hayley Carr (right) pictured here with Heather Durant (left).



BMHC Christmas Pot Luck

Ashley Gilmer, Sherry Haley and Katy Eaton.



Wendy Karsay, Faye Hooper and Sherry Bonvie.



Left: The winner of the Ottawa Gingerbread contest is the Information Technology team.

Below: The winner of the Brockville Gingerbread contest is the Senior Resource Team from Geriatric Psychiatry Outreach Service.

Celebrating the holiday season at The Royal



The Royal Boosters dropped by the Forensic Assessment Unit with some Holiday Cheer. From left to right: Guesline Deant, Lori Ann Weatherall-Hay, Dr. Kunjukrishnan, Sue Walton and Kelly Meincke.



Margaret Selkirk from Community Mental Health with Santa.



Pam Ford won a fully decorated tree from Country 101.1 and donated it to the Concurrent Disorders Unit to bring some Christmas cheer.



Amir Sigarchi and Lisa Riasyk enjoying the holiday reception at the Heart & Crown.



Some of the staff from the Community Mental Health Program, Carlingwood site, with Santa Claus.



Chantal Séguin and Tom Korosi sharing a good laugh at the holiday reception.

Santa wishes everyone a safe and happy holiday season.



Senior Management enjoyed serving at The Royal Boosters' Annual Holiday Breakfast. Dr. Zul Merali, Cal Crocker, George Weber and Nancy Stanton.

Meet our psychology residents

Psychology residents compete annually across Canada and the U.S. for positions in The Royal's Residency Program in Clinical Psychology. Each resident typically brings 1,000 to 7,000 hours of supervised experience in clinical care and research to The Royal's programs in both Ottawa and Brockville.

The Residency Program is led by Dr. Susan Farrell, director of Training, and Dr. Anik Gosselin, assistant director of Training in consultation with Training Committee members. Cathie Massel provides administrative support.

Let's meet our outstanding psychology residents. ●



AVITAL (TALI) OGNIWICZ is a doctoral candidate in the Clinical Psychology program at Concordia University. As a psychology resident,

she will be training in the Substance Use and Concurrent Disorders Program, Community Mental Health Program, and Mood and Anxiety Disorders Program. Her dissertation project investigates specific thinking patterns involved in the complex relation between social anxiety and alcohol misuse in young adults.



FIONA DYSHNIKU is a doctoral candidate in clinical psychology at the University of Windsor. She is completing a primary rotation at the Secure Treatment Unit

and will be completing secondary rotations at the Forensic Treatment Unit and the Substance Use and Concurrent Disorders Program in Ottawa. Her dissertation explores how individuals experience and respond to autobiographical memories of committing violent acts that threaten their self-concept.



HEATHER MORTON is a doctoral candidate in clinical psychology at the University of British Columbia. She is completing rotations in the Mood and Anxiety Disorders

Program, Community Mental Health Program, and the Operational Stress Injury Clinic. Her doctoral dissertation examined the impact of novelty on sexual desire and satisfaction in long-term relationships.



JENNIFER LYONS is a doctoral candidate in clinical psychology at the University of Ottawa. She is completing a primary rotation in the Operational

Stress Injury Clinic, and secondary rotations in the Youth Psychiatry Program and the Geriatric Program. Her dissertation examines the relationship between childhood sexual abuse and psychological wellbeing in men.



LAURA BAILEY is a doctoral candidate in clinical psychology at Lakehead University. She is completing rotations in the Youth Psychiatry Program, the Mood

and Anxiety Disorders Program, and the Operational Stress Injury Clinic. Her research examines the psychophysiology underlying the formation of romantic relationships.



HILARY MAXWELL is a doctoral candidate in clinical psychology at the University of Ottawa. She is completing rotations in the Operational Stress Injury Clinic,

the Schizophrenia and Recovery Program, and the Community Mental Health Program — Dual Diagnosis. Her research interests are in the areas of group psychotherapy process and treatment outcomes and the role that attachment states of mind play in the etiology and maintenance of mental health disorders.



REBECCA STEAD is a doctoral candidate in clinical psychology at Queen's University. She is completing a primary rotation in the Mood and Anxiety Disorders Program,

and secondary rotations in the Geriatrics Program and the Schizophrenia and Recovery Program. Her doctoral dissertation examined the impact of anti-social personality traits and interpersonal manipulation on job progression in the United States Army.



Strategic Plan Corner

PARTNERSHIPS

Objectives

- Improve flow throughout the system
- Advocate with partners for system improvement

PARTNERSHIPS indicators:

- LOCUS scores
- Wait times
- Signed transition plans
- Partner satisfaction
- ALC days
- 30-Day re-admissions

How do we track our progress?

The strategic plan includes a set of indicators under each of the five strategic directions, or domains. These indicators are tracked every three months – each quarter – and show how we are doing.

The indicators under the PARTNERSHIPS domain represent our commitment to working together to increase capacity in our region.

For more information on how we are doing with the objectives for this or the other four strategic domains, visit the Strategic Plan 2015-2020 section on OREO. ○

Life lessons learned

AT LONG SERVICE AWARDS CEREMONIES

By Laura Kidd

Communications department

When asked to take photos at the October Long Service Awards at the Ottawa and Brockville campuses, I thought of it as just two more routine events. I figured it would be a good way of getting to know some colleagues who I'd only seen as we passed in the hallway. Little did I know that I would get some life lessons along with the photos.

The ceremonies recognize staff with five to 35 years of service at The Royal. As the department manager calls each name, the recipient comes up to collect her or his award and have a photo taken. Some staff, particularly the ones with more than 20 years of service, gave a short speech.

Name after name, speech after speech, I started to notice a pattern, one that inspired me. While each person was unique — they all worked in different departments and positions — there were common threads.

Pride.

Each walked tall to receive their recognition, and one of the first statements of each speech was how proud they are to work at The Royal.

Humility.

Not one recipient seemed like they really wanted to have a photo taken, and they



Susan Selleck, registered nurse at the Secure Treatment Unit (STU), being awarded her 30-year certificate by Rob McDonnell, director, Patient Care Services, STU.

were a little shy about receiving praise. This speaks volumes about their character. They do good work because they're passionate about what they do.

Heart.

This was a very obvious one. Each recipient has a huge heart. Working in the mental health field is challenging but rewarding. For staff and clinicians to be recognized for decades of service, it's clear that their heart is in their work.

Client-centred.

Speaking of heart, it is the passion that our staff exude every day that truly makes us different. The words 'client-centred' were a staple of every acceptance speech.

They never want to retire.

There were a few bittersweet moments during the awards ceremony, particularly

for those retiring soon. You'd think they would be looking forward to a joyous time of leisurely dreams coming true. But it was clear that when you love what you do, retirement can bring true mixed emotions. These recipients talked about simply never wanting to leave.

Great lessons from what I thought would be two routine events and, really, sentiments that say so much about the type of workplace The Royal is. ●



Dan Prevost, supervisor, Carillion Services, congratulating Angelo Cerilli, painter, Carillion Services, on 35 years of service.

Let us know

What's Up

at The Royal!

Do you have an event you want us to cover?
A new initiative that's a smashing success?

We are looking for your story ideas and suggestions!

Send us an email at communications@theroyal.ca

The iLe
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Mental Health - Care & Research
Santé mentale - Soins et recherche