

KGH the week

News about **Kingston General Hospital** – *Outstanding care, always™*

A 'Best of the Best' Award for our ICU

International Survey gives KGH top marks for nutrition delivery



Registered Nurse Allyssa Zeagman setting up enteral feeding bags with nutrition in them for a patient.

Patients in an Intensive Care Unit are always in need of complex and urgent medical care. But they also need something that's often overlooked in hospitals, and that's enough nutrition to help them recover. Here at KGH, we've made delivering these crucial nutrients a priority and it turns out, we remain a world leader in this area.

In the 2013 International Nutrition Survey, we tied for first place with an ICU in Colombia and received a 'Best of the Best' award. That's up a spot from the second place finish we scored the last time we took part in the survey in 2008.

"This award is the result of many years of work here at KGH to support nutrition for the critically ill," says Dr. John Drover, Critical Care Program Medical Director. "We also have a culture of collaboration and teamwork within the ICU and Critical Care program that helps us constantly improve in this important area of care and research."

The survey is run about every 18 months by the Clinical Evaluation Research Unit (CERU) based here at KGH, under the leadership of Dr. Daren Heyland and Rupinder Dhaliwal, Manager of Research and Networking at CERU. In 2013, over 200 different ICUs signed on for the survey and submitted data, including hospitals in the United States, Europe, Asia, South America, and Australia.

The survey requires each ICU to track a minimum of 20 adult patients requiring mechanical ventilation to breathe. These patients would also be receiving artificial nutrition through either a tube into their stomach or a catheter into their veins. The survey then looks at the nutrition the participating patients were prescribed and how quickly they received it.

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Coming up

Lunch time music: Drop by the Burr wing lobby for free music concerts over the lunch hour. The artists performing are a mix of professional and volunteers. Visit *KGH Today* for a schedule.

Secure Trax tags: To help our Security department track its inspections of different areas around KGH, it's put electronic tags on many walls. These small tags are square and white and should not be thrown out if you come across one. For more information, check *KGH Today*.

Fitness options at KGH: Visit www.kghwellness.ca to check out the range of classes available for staff, including a beginner's running clinic, restorative yoga, Latin dancing and more.

Neighbourhood town halls



Staff are invited to join CEO Leslee Thompson for an informal update on our budget, the big things we've learned from staff and physician feedback, as well as our corporate performance and how all this is feeding into our plans for the coming fiscal year.

There are four dates to choose from in the Burr 1 Conference Room. Discussion and questions to follow:

Thursday, Feb. 20 at 10 a.m.

Friday, Feb. 21 at 2 p.m.

Tuesday, Feb. 25 at 11 a.m.

Wednesday, Feb. 26 at 2 p.m. ▣

A 'Best of the Best' Award for our ICU continued...

“These surveys have shown us that very often ICUs don’t do a good job of making sure their critically ill patients are receiving an adequate amount of nutrition during periods of peak illness or stress,” says Dr. Heyland, Director of CERU. “What KGH demonstrates by consistently delivering such high-quality nutritional care is that these guidelines are achievable for everyone.”

After all the survey results are validated, each participating ICU then receives a report to help them celebrate successes and zero in on areas for improvement. The report also compares them to other hospitals and evaluates how they are doing in meeting the Canadian Clinical Practice Guidelines, which are also put together and updated regularly by the team at CERU.

“There is a lot of literature that shows that starting patients early on nutrition delivery leads to shorter stays and improved mortality rates,” says Registered Dietitian Kim Gough who helped put together KGH’s submission. “I’m pretty proud to be working in an environment where everyone on the care team works together the way we do to support excellent nutrition care.” ▣

New non-urgent patient transfer service up and running

Region-wide service will improve patient flow and help prevent gridlock

Thousands of patients arrive and leave from KGH each year with the help of a non-urgent patient transfer service (NUPT) and a new system has been put in place to handle these transfers across our region. It is the first of its kind in Ontario.

In partnership with the South East Local Health Integration Network (LHIN), hospitals across the region have awarded a contract to a company named Community Patient Transfer Group (CPTG). The agreement, which came into place on February 3 means that KGH, along with every other hospital in our region, has access to non-urgent transfer services 24 hours a day, seven days a week, including holidays.

“Prior to this, area hospitals had separate agreements with three different companies, each with different service level standards and abilities,” says Ken Beckett, Decision Support Consultant at KGH. “Now, as a group of hospitals, we can deliver service as a region. All patients get the same access to service no matter where they live.”

A non-urgent patient transfer service is used when a stable patient is moving between hospitals or facilities. Patients who require acute care during transport



Community Patient Transfer Group Attendants Tyler Savage and Lindsay Raison prepare to pick up a patient in need of a non-urgent transfer from KGH.

patients won’t have to wait as long to be transferred and beds may potentially be freed up more quickly,” says Julie Caffin Program Operational Director for Cardiac and Emergency. “Another benefit for our staff at KGH is that transfers will be happening earlier in the day. Previously, transfers took place in the afternoon and into the evening, when fewer staff were available to send and receive patients.”

Here at KGH, the system should also be easier for staff who are booking the transfers.

The bookings can be done online and can be booked in advance so that a transfer crew can arrive onsite to meet a patient at the time they are ready to be transferred.

KGH along with the other hospitals in our area are leading the way with this regional approach to non-urgent patient transfer services and will already be ahead of the curve when the government begins to introduce provincial standards and regulations next year.

For more information on the new NUPT service, you can find a list of FAQs posted on *KGH Today* on our intranet. ▣

will still be moved by an ambulance.

The biggest benefit of this new region-wide system is how it will positively impact patient flow between hospitals, long-term care homes and other facilities and help prevent gridlock at KGH. Since the company will act as a central call centre for all non-urgent transfers in our region, patients will move between hospitals more efficiently. Dispatchers will know when and where patients are coming and going at all times. Transfers can be timed so that fewer vehicles are making trips without patients.

“We expect that this will mean