

WHAT'S UP?

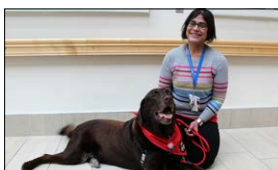
at The Royal

a newsletter for staff and volunteers

WINTER
2019



Transforming care - what you need to know, page **4**



Meet some of our therapy animals, page **4**



Celebrating the holidays, page **7**



Catherine M., a patient of The Royal, with Guillaume Tremblay, nurse practitioner

Caring for inpatients' physical and mental health

People who are physically ill are at higher risk of developing mental illness, and vice versa. As part of a holistic approach to care, The Royal has added two new nurse practitioners to support inpatients' physical health alongside their mental health.

"It's about raising the standard of care for inpatients at The Royal, and ensuring that we're supporting their overall health," says Guillaume Tremblay, a nurse practitioner specialized in primary care who works in the Forensic

Treatment Unit at Brockville Mental Health Centre. Another nurse practitioner will soon be joining the Royal Ottawa Mental Health Centre in a similar role.

Rates of metabolic, cardiovascular, viral,

respiratory tract, and musculoskeletal diseases are all significantly higher among people with severe mental illness than in the general population.

There are several reasons for this, including lifestyle factors,

...continued on page 2

Caring for inpatients continued..

side effects of treatment, and the fact that people living with severe mental illness are less likely to receive adequate care for many physical conditions.

Patients in the Forensic Treatment Unit are often inpatients for long periods of time, so it's especially important to ensure they have access to primary health care. Dr. Jack Laforty has been providing this at Brockville Mental Health Centre, and now works collaboratively with Tremblay.

As a nurse practitioner, Tremblay has many roles which overlap with those of a physician – he can prescribe medication, diagnose, order tests, and make referrals to specialists, for example. He complements the physician's role by approaching care through the nursing model – looking

at people holistically, in their social and emotional context, to nurse them back to health.

Tremblay is able to tend to acute medical needs, such as infections, but a large part of his role is primary and preventative care. For example, he's currently ensuring that patients' screenings for cancer, diabetes, cholesterol, and more are up to date.

Part of Tremblay's role going forward will be working with other health care providers to promote healthy lifestyles, including exercise, smoking cessation, meditation, other stress management tools, and various ways to improve inpatients' quality of life.

Coming from a position in Chapleau, Ont., Tremblay says he's worn many hats.

"When you're in a small northern town, you use the resources at hand. You really have the opportunity to become a jack of all trades," he says. He worked in a busy primary care practice where he gained much experience in mental health, including providing mental health counselling and managing psychiatric medications.

"I'm excited to jump in here and do what I can, and see how we as an interprofessional team can find that edge that helps patients move forward and live good, functional lives with meaning and contentment."

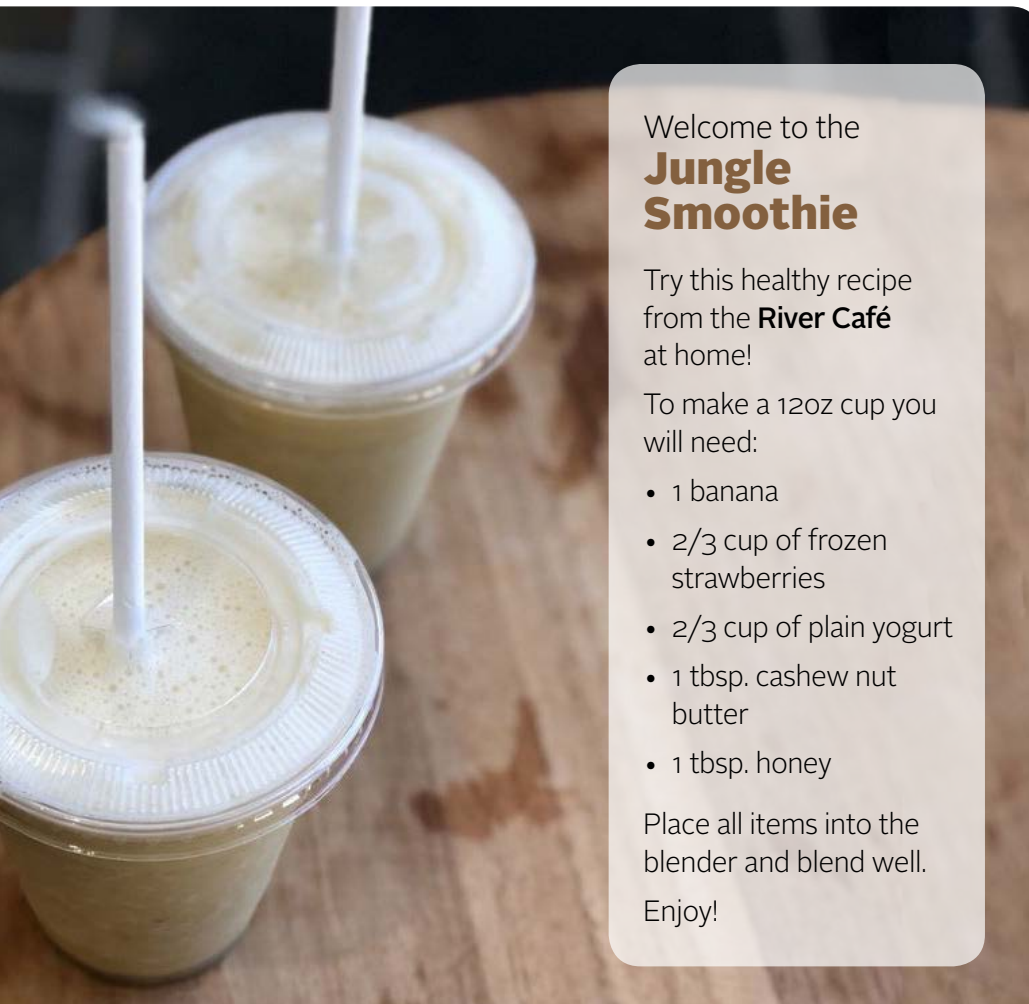
Donations at work

People with mental illness are less likely than most to have a family doctor; those involved in forensic psychiatry are even less likely. Donations to The Royal have allowed the Forensic Outpatient Program to create a new Metabolic Clinic to help detect metabolic syndrome early and help people sooner.

Metabolic syndrome is a cluster of medical conditions including abdominal obesity, high blood pressure, high blood sugar, and abnormal levels of cholesterol and triglycerides. It's linked to increased risk of cardiovascular disease and type 2 diabetes.

People with schizophrenia, schizoaffective disorder, or bipolar disorder may have a predisposition to metabolic syndrome that is worsened by lifestyle factors, side effects of antipsychotic medication, and sometimes limited access to care.

Patients in the Forensic Outpatient Program are mandated by the courts to attend regular appointments. Now, this time can also be used to help support key elements of physical health.



Welcome to the **Jungle Smoothie**

Try this healthy recipe from the **River Café** at home!

To make a 12oz cup you will need:

- 1 banana
- 2/3 cup of frozen strawberries
- 2/3 cup of plain yogurt
- 1 tbsp. cashew nut butter
- 1 tbsp. honey

Place all items into the blender and blend well.

Enjoy!

Our **Shared Commitment** to quality



Happy 2019! One of my favourite things about beginning a new year is the chance to look ahead – to envision what is possible for the future, and to draw a map to get there.

The vision I have for The Royal is a hospital without walls. I see a future where mental health care meets people where they are – where we can help people manage their illness while they live their lives, rather than setting their lives aside to manage their illness. This is a future where we grow. Where we build and strengthen partnerships. Where we work in harmony to bring big ideas to life. I hope this is becoming your vision, too!

Thanks to you, we have a solid foundation on which to build this future. You make our community a better place through your skill, passion, and deep dedication to the health and wellbeing of our patients. I was pleased to see from the 2018 Employee Engagement Survey that more than 80 per cent of those who responded feel proud to work at The Royal. I share that pride, and believe it stems in no small part from the knowledge that our work here truly matters.

Our shared commitment to quality is necessary in the work ahead, and it is at the heart of our mission to be excellent, because excellence matters in so many ways. It has real-life, profound implications for the people we serve.

We have a longstanding emphasis on quality, but we want to amplify quality in every corner of our organization. Accreditation

is a tool we can harness to measure and increase quality. The accreditation process is not simply a mission to get a certain score with Accreditation Canada. We're on a mission to be the best we can be. Let's use this process as a time for honest self-assessment so we can put meaningful plans in place that will improve outcomes for our patients.

Research and innovation have a significant role to play as we build a hospital without walls, as well as in building quality. In The Royal of the not-so-distant future, we will bring research to the front lines of patient care. We already use technology to explore the brain and create innovative new treatments. There's no cap on our potential to grow and improve through new knowledge and innovation.

Thank you all for what you bring to The Royal and the people we serve. I have valued the opportunity to connect with many of you in the last few months, to learn about your work, and to hear your ideas. I'm excited to move into the future with people like you by my side. We can do so much more together.

Sincerely,

Joanne Bezzubetz
President and CEO, The Royal

EMBRACING RECOVERY LANGUAGE IN OUR SPACES

The Client Advisory Council and staff at The Royal are working together to change how we refer to clinical areas within The Royal. We want to move away from language that associates clients with their diagnoses, and move towards names that support confidentiality and decrease the stigma that people feel when they are associated with their illnesses.

An important step towards embracing recovery language in our spaces is to ask the people who work and receive care at The Royal what they think our spaces should be called. Thank you to everyone who shared their ideas. The committee of clients and staff will review all of your suggestions, and we look forward to sharing next steps with you!

Please note that we are NOT proposing to change the names of our treatment programs or clinics. Rather, we want to name the spaces (i.e. the wings within the hospital) where these services are located.



TRANSFORMING CARE at The Royal

best practices • new partnerships
• advancing technologies



Several members of the Transforming Care at The Royal EHR team: Kelli-Anne Tosh, Stephanie Brooks, Natalie Pearson, Melissa Doering, and Nelson Pearce.

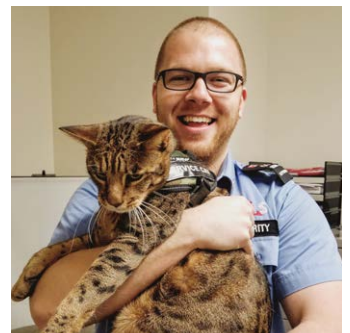
5 Things you need to know about Transforming Care at The Royal

1. Transforming care is a mental health information system partnership between The Royal, Ontario Shores, and Waypoint. This process has allowed for a review of current practices across the organization, and gives us the opportunity to develop clinical standards and implement best practices. These changes will be supported across the three organizations by a shared Electronic Health Record (EHR).
2. The EHR upgrade goes live on June 11. There will be superusers and other supports available during this time.
3. End user training begins April 15.
4. Computerized physician order entry (CPOE) and barcode medication verification will improve patient safety by reducing the risk of medication-related errors.
5. You can find demos, education, and other resources by visiting OREO > Transforming Care icon on main page > Education/Training.



PetTherapy

These therapy animals bring comfort and joy everywhere they go. They have a calming influence, and provide opportunities for connection. From left to right: Bailey with owner Ana Grande, a registered nurse at The Royal. Billy the Beta is a full-time therapy fish in the volunteer café. Caileigh the Irish Setter visits patients in Geriatrics. Olive the Great Pyrenees visits the Mood and Crisis Unit, and Tyler Brouse holds Timone the Savannah cat.



New book brings together writing by **ROP RESIDENTS AND STAFF**



From left to right: (Back Row) Debbie Pilon, Chris Nihmey, Elaine Groothuysen., George P., Erin Langiano, Judy Evans; (Middle Row) Karen Lemieux, Lindy M., Sue Racine; (Front Row) Kellie Halligan

A group of Royal Ottawa Place (ROP) residents and volunteer Chris Nihmey recently released a book entitled *Reflections from Another Side: Mental Illness Survivors and Advocates Unite to Write*. This book is a collection of stories, poems, letters, journals, and autobiographies that Nihmey describes as a testimony to the fact that “with loving support, compassion, and acceptance, talents can flourish and healing does happen.”

Nihmey has been volunteering at ROP for 10 years. At the beginning, he was doing one-on-one visits when he met a young woman named Nathalie, who had Huntington's disease and was no longer able to communicate verbally. Chris developed a strong bond with her as over the next year he worked on improving communication, including crafting a homemade picture board. Nathalie passed away in 2011, but Chris' experience connecting with and helping her inspired him to do similar work with other ROP residents.

“I started to think, if I was able to do something concrete with Nathalie, could I do something concrete with others?” he says.

Writing has a special place in Nihmey's life. He lives with bipolar disorder, generalized anxiety disorder, and obsessive compulsive disorder. A large part of recovery came through telling his story in his memoir, *Two Sides to the Story: Living a Lie*.

“When I started to write, to share my story, I started to find meaning and purpose in my life,” he says. “I realized that if I could get better, I could help people and change their lives.”

Thus began a three-year period in which Nihmey worked individually with 14 residents to write. He took each resident through the process of developing a concept, brainstorming, planning, and writing. “I basically did with them what I had done with myself.”

He collected everything, more than 200 pages, intending to compile a book for the residents' use, and was struck by a

realization: “This is really good. I think this could be a real book.”

Over the next few years, he edited and compiled the works into an anthology. He added some of his own writing, as well as the reflections of 10 ROP staff about their work. Some residents also added written works they'd done in past years. The book came out in October 2018, to the joy of its many authors.

“I'm in a published book. I didn't think that would happen. I started crying, it was unbelievable. It was my dream to be a writer,” says one resident.

“It's heartwarming to know that there are people like Chris, who despite having hardships of their own, are able to see past these obstacles and shine some light on someone else's day,” says Kellie Halligan, recreation therapist.

Reflections from Another Side: Mental Illness Survivors and Advocates Unite to Write is available on [amazon.ca](https://www.amazon.ca) and [indigo.ca](https://www.indigo.ca).

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. The Residency Program is led by Dr. Judy Makinen, director of training, and Dr. Philip Grandia, assistant director of training in consultation with training committee members. Ms. Cathie Massel provides administrative support. Let's meet our outstanding psychology residents.



Amanda Timmers

Amanda Timmers is a doctoral candidate in clinical psychology at Queen's University. She is completing rotations in the Mood and Anxiety Disorders

Program, Centralized Neuropsychology Service, and Geriatrics Program. Her research examines between- and within-gender variations in sexual responding with the aim of developing gender-specific models of sexual arousal and desire.



Kathleen Tallon

Kathleen Tallon is a doctoral candidate in clinical psychology at Ryerson University. She is completing a primary rotation in the Community Mental

Health Program, and secondary rotations in the Geriatrics Program and the Operational Stress Injury Clinic. Her dissertation research is exploring the efficacy of a brief behavioural intervention for worry in people with generalized anxiety disorder.



Raegan Mazurka

Raegan Mazurka is a doctoral candidate in clinical psychology at Queen's University. She is completing a primary rotation in the Operational

Stress Injury Clinic, and secondary rotations in the Schizophrenia Program and Centralized Neuropsychology Service. Her research focuses on understanding dysregulation of the biological response to stress in major depression.



Erika Portt

Erika Portt is a doctoral candidate in clinical psychology at Lakehead University. She will be completing a primary rotation in the Substance Use and

Concurrent Disorders Program as well as secondary rotations in the Operational Stress Injury Clinic and Youth Psychiatry Program. Her doctoral research examines the process of stigma related to mental health and seeking help, and also explores whether self-compassion and empathy are protective factors in the stigma process.



Jacky Chan

Jacky Chan is a doctoral candidate in clinical psychology at the University of Ottawa. He is completing a primary rotation in

the Substance Use and Concurrent Disorder Program, and secondary rotations in the Community Mental Health Program and the Operational Stress Injury Clinic. His dissertation research focuses on the impact of cultural identity integration on family functioning and community well-being amongst second-generation East Asian immigrants.



Michelle Teale Sapach

Michelle Teale Sapach is a doctoral candidate in clinical psychology at the University of Regina. She is completing

a primary rotation in the Operational Stress Injury Clinic, and secondary rotations in the Mood and Anxiety Disorders Program and the Community Mental Health Program. Her dissertation research explores self-compassion training for individuals with social anxiety disorder.



A throwback to Pride Parade, where about 30 people represented The Royal. The Equity Working Group continues its efforts to make The Royal a more inclusive, fair, and welcoming place.



Recreation therapist Ashleigh McGuinty and local artist CJ Fleury with a new, work-in-progress mural in the Mood and Crisis Unit. This new mural will light up the hall and is providing a wonderful art therapy opportunity for clients. It was made possible by donations to The Royal.

Celebrating at The Royal

Thanks to everyone who participated in the holiday cheer this year. Here are a few snapshots from the holiday breakfast, evening reception, and gingerbread house competition in Ottawa, and the reception, children's party, pumpkin carving, and a group of staff supporting an important cause in Brockville. However you celebrated, we hope you had a wonderful season!



Healthy Workplace Committee

During the first week of October, Mental Illness Awareness Week, the Not Myself Today Program was formally launched to employees across The Royal. Coffee pots were held and our work community was asked to take the pledge towards a mentally healthy workplace. We hope that all who attended these events are accessing the tools online and learned a little bit about taking care of themselves and our colleagues, because... **There is no health without good mental health.**

Not Myself Today is a workplace mental health initiative that is focused on:

1. Providing employees and managers with information, tools and resources that promote supportive work environment
2. Introducing discussions about workplace mental health through interactive events, games and activities
3. Fostering a work culture that is in keeping with the National Standard for Psychological Health & Safety in the workplace

Manager packages are available for pick-up. Please contact ext. 6112 and we would be happy to send one along.

Did you know...

You can access the Not Myself Today website via our OREO main page button?

Login using:

Username: theroyal_em

Password: notmyselftoday2017



To access from home use link:
<http://2018.notmyselftoday.ca/>

Feel free to use this tool for yourself, for/with family, or even to just spread the word about mental health. It's free for you to use. You can login from home using the link and login information above, and it's anonymous!

Long Service Awards



Melissa Webb, Kelli-Anne Tosh, Margot Shaver, Heather Truelove and Guy Capelle.



Brian Merkley, Debbie Pryer, Shelby Linseman, Lee-Anne Pritchard, Mike Whalen, Matt LeBlanc, and Cheryl Purvis.

Let us know

What's Up

at The Royal!

We are looking for your story ideas and suggestions!

Send us an email at communications@theroyal.ca

The :Le
Royal
Mental Health - Care & Research
Santé mentale - Soins et recherche