

# INSIDE HUMBER

Humber is your hospital, these are your stories.

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## Monthly Highlights

### Surgical Team: Excellence in Quality Improvement Implementation

We congratulate our Surgical Program as Humber River Health was recently awarded Excellence in Quality Improvement Implementation from the Ontario Surgical Quality Improvement Network (ON-SQIN). Due to our Surgical Team's dedication to innovative practices, Humber was also nominated in several additional categories including, Greatest Improvement in Surgical Outcomes, the Innovation award, and the Green OR award. Two of our Surgical Clinical Reviewers, Dhatri Shukla and Joselyne Hernandez were also nominated for Most Engaged Surgical Clinical Reviewer.

Additionally, in October, the American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP) recognized 77 out of 609 eligible hospitals participating in the ACS NSQIP Adult Program for achieving Meritorious Outcomes for Surgical Patient Care in eight surgical care outcome areas:

mortality, cardiac (arrest and MI), pneumonia, unplanned intubation, ventilator>48 hrs, renal failure, SSIs and UTIs. Meritorious Outcomes are recognized in all cases, high risk categories and for two or more consecutive years. Nine Ontario hospitals were recognized in at least one of these categories, but Humber is one of four hospitals in the province that received Meritorious Outcomes designation in all three categories.

Our Surgical Teams successfully integrate the Hospital's surgical quality metrics with our operational metrics, allowing the organization to sustain many ON-SQIN campaigns. By using real-time data to build upon past and existing initiatives, our Surgical Program consistently finds ways to improve surgical processes, outcomes, and experiences, allowing Humber to excel in comparison to other Ontario hospitals.





# Stroke Unit Team: 2024-2025 Designated Best Practice Stroke Unit Award

We are thrilled to share that our Stroke Unit Working Group at Humber has received the 2024-2025 Designated Best Practice Stroke Unit Award from the Toronto Stroke Network. To receive the award, the criteria was to meet 60 per cent of the CorHealth Ontario Stroke Unit definition components.



For the second year in a row, Humber has exceeded the established criteria due to their continuous improvement in meeting the Hospital's Stroke Unit Standards of Care.

Access to stroke unit care reduces the likelihood of death and disability by as much as 30 per cent for individuals of any age, saving and restoring thousands of lives in Ontario. Through continuous research, education, and implementation, our Stroke Unit Team succeeds in providing our patients with the comprehensive care they need to improve their outcomes.

**Congratulations to our Surgical and Stroke Unit Teams on these exceptional accomplishments and in recognition of their commitment to excellence and to innovating healthcare.**



## With Montreal's Scale AI, hospitals across Canada are testing new AI applications

When Humber River Health first launched the project as a way to reduce patient wait times in a busy emergency department, they were focused on using AI to help screen potential patients from home and make a judgment as to whether they should or should not visit emergency. Read more in this issue of Canadian Healthcare Technology.

[Read More](#)

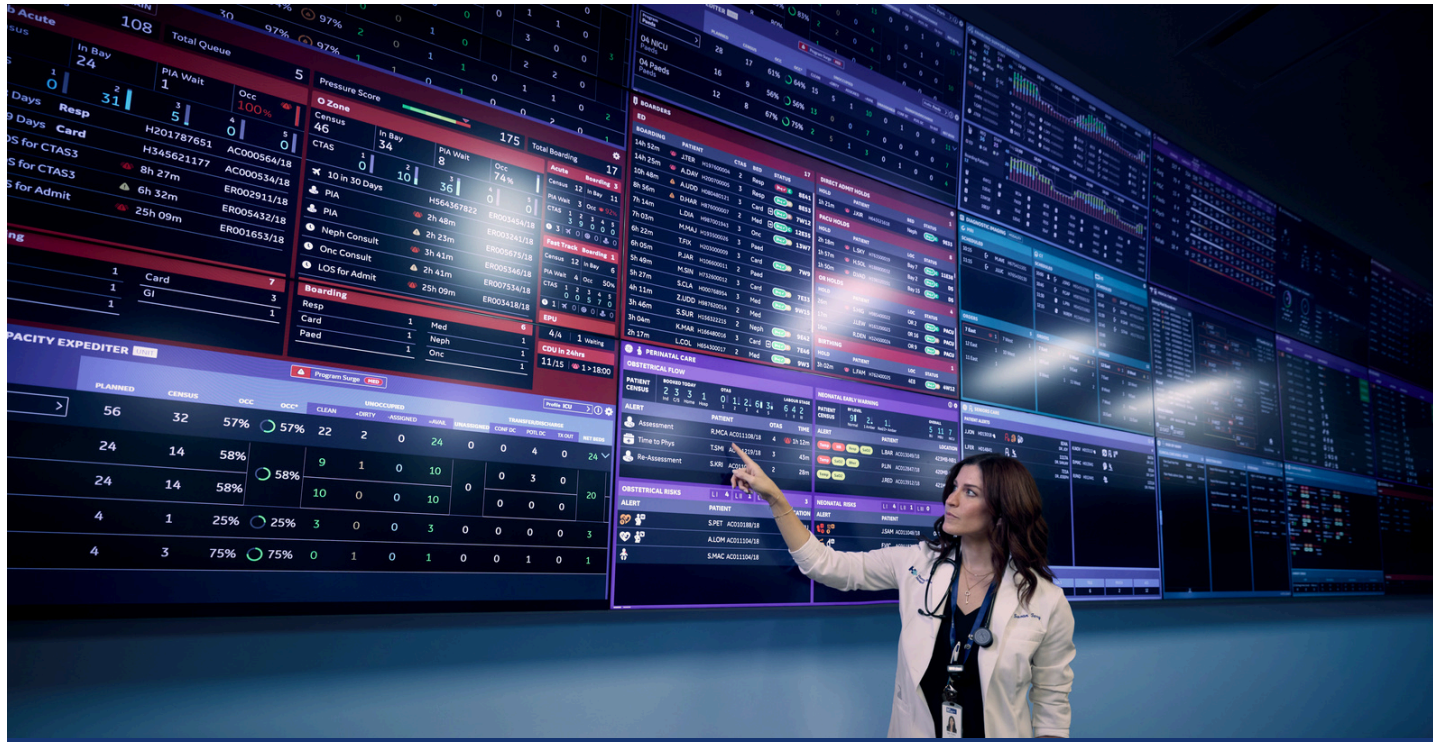


## Pioneering Robotic Gastric Cancer Surgery at Humber River Health

Dr. Quoc Huynh and Dr. Lazar Klein, esteemed surgeons at Humber River Health, have been instrumental in introducing robotic surgery for gastric cancer patients. Together, they are pushing the boundaries of minimally invasive surgery to enhance patient outcomes.

[Read More](#)





## Humber River Health's Patient Safety Metrics Exceed Provincial and National Averages

Humber has outperformed provincial and national averages in patient safety, according to the latest Hospital Harm results released by the Canadian Institute for Health Information (CIHI). Humber's patient safety metrics are 60 per cent stronger than provincial and national hospital averages, marking the sixth consecutive year of being a leader.

[Read More](#)



## Innovative strategies: Preparing for a resilient fall season

By addressing alternate-level-of-care (ALC) challenges and safeguarding the most vulnerable members of our community, our approach to fall respiratory season stands as a model for resilience in healthcare. Read more in the November issue of Hospital News

[Read More](#)



## Inside One Hospital's Strategy to Enhance Emergency Care

Despite operating Ontario's busiest emergency department (ED), Humber River Health consistently achieves some of the shortest wait times and highest patient outcomes in the province. According to Ontario Health, the average wait time for emergency patients requiring admission at Humber over the past year was just over 10 hours – seven hours faster than the provincial average.

[Read More](#)



## Long term care-acute system integration and transformation: Innovations in models of care

Congratulations to Beatrise Edelstein, Denise Scott and Kathleen Kirk for publishing "Long term care-acute system integration and transformation: Innovations in models of care," in Sage Journal. This article focuses on Humber's integrated care model, centred on LTC Remote Monitoring.

[Read More](#)





**Dr. AIDA  
OWLIA**  
Health Leader  
Medical Doctor  
University Professor

**Emergency Medicine Meets Aesthetics: Dr. Aida Owlia visions beyond the Scalpel about Leadership, Wellbeing, and Lifelong Learning**

Congratulations to Emergency Physician, Dr. Aida Owlia, who was featured on the cover of Magazica. This article highlights Dr. Owlia's insights on leadership, continuous learning, and how she maintains well-being in a demanding profession.

[Read More](#)



**Youth Mental Health Transitional Day Program**

Many vulnerable children and youth at Humber require specialized, long-term care. The Youth Mental Health Transitional Day Program bridges this gap by helping young patients transition back to their homes, schools, and communities with vital therapeutic and academic support. This program is a partnership between Humber and Lumenus Community Services.

[Read More](#)



**12 Months (and 100 Cases) Later**

Last November, we became the first hospital in the GTA to perform the HoLEP procedure to treat large benign prostate cases. 12 months later, our Urology Program is proud to announce that they have successfully completed 100 HoLEP procedures for patients in our community.

[Read More](#)



**Interview with Dr. Bhavanesh Makanjee**

Last month, we caught up with a new member of our Humber River Health team, Dr. Bhavanesh Makanjee. In this Doc Talks, Dr. Makanjee discusses his role, what he enjoys most about his work, and what excites him about the cardiology program.

[Watch Here](#)



### Global Business Analysis Day

November 1 was Global Business Analysis Day, where we recognized our Analytics and Business Insight (ABI) team. The ABI team consists of a diverse group of Business Analysts, Clinical Analysts and Data Integrity Analysts who are passionate about using data and analytics to make a difference for our patients. We appreciate all you do!



### Shpresa Rexhepaj

Shpresa Rexhepaj is an overnight Pharmacy Technician at Humber. Thanks to Shpresa's sharp eyes, she noticed that an incorrect medication was filled in a medication cannister, and upon inspection, realized that the medication in the cannister did not match the cannister label. Using pharmacy's automated, closed-loop medication systems, Shpresa identified a packaging error had occurred, resulting in mislabeled medication being distributed to some areas of the hospital. Shpresa traced the mislabeled medication and quickly returned it back to pharmacy. Thank you Shpresa for your dedicated work!



### Dr. Marnina Norys

Dr. Marnina Norys is our Clinical and Organizational Ethicist. As the only one in this role at Humber, Dr. Norys is pivotal in helping to cultivate everyone's ability to recognize and manage ethical issues. To recognize National Health Ethics Week which took place from November 3 - 9, we spoke to Dr. Norys about her role and academic journey.



[Read More](#)

### Nurse Practitioners Week

To recognize Nurse Practitioners (NPs) Week from November 10 - 16, we highlighted Wei Zheng and Michael Postic, who are NPs from our Adult Mental Health and Addictions Program. Wei is motivated by the independence that comes with being a NP, and Michael is driven by his desire to help those in vulnerable situations.

At Humber, our NPs are essential in providing comprehensive, patient-centered care and bridging critical gaps in access to care. Thanks for all that you do!

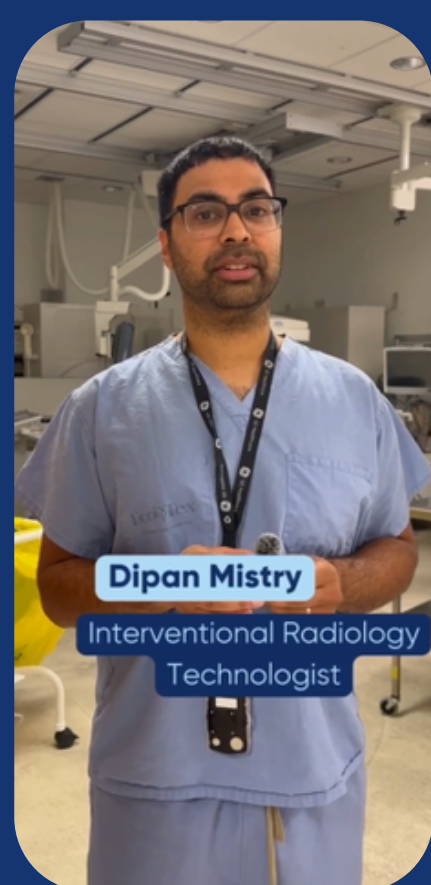




## Medical Radiation and Imaging Technologist (MRIT) Week

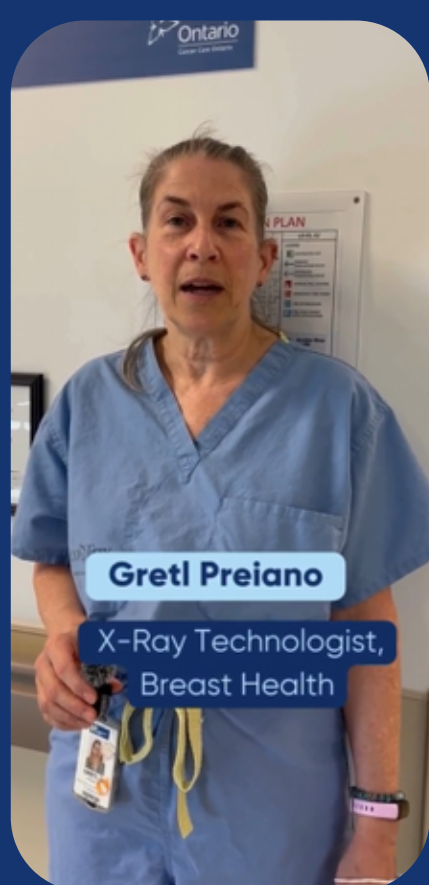
This year, November 3 - 9 was Medical Radiation and Imaging Technologist (MRIT) Week. Performing over 260,000 exams annually, our team provides a wide range of diagnostic, therapeutic, and interventional services which includes Breast and Bone Health, MRI, CT, ultrasound, x-ray, interventional radiology, and nuclear medicine. With more than 150 highly skilled technologists operating over 135 pieces of advanced imaging equipment, they ensure precise and high-quality care for every patient. Their expertise is essential in early detection, diagnosis, and treatment, contributing significantly to patient outcomes and overall health.

Thank you to our MRIT team for your unwavering dedication and precision. Your work is fundamental to the health and safety of our patients, staff and community!



**Dipan Mistry**

Interventional Radiology  
Technologist



**Gretl Preiano**

X-Ray Technologist,  
Breast Health



**Jason Rego**

Ultrasound Technologist



**Mimi Tran**

CT Technologist



**Jenny Fong**

MRI Technologist



**Benedict Mercado**

X-Ray Technologist



**Lisa Giampa**

Nuclear Medicine RSO  
Charge Technologist

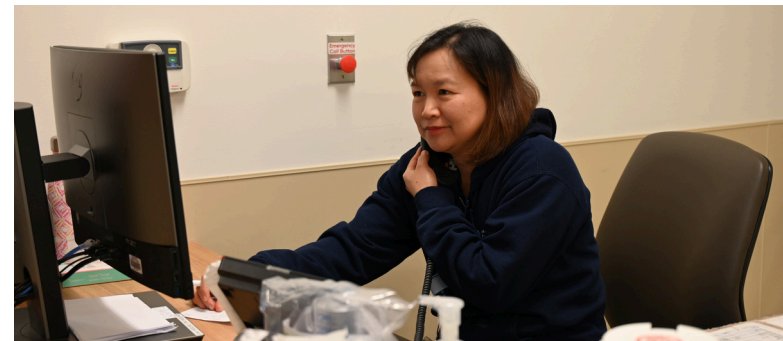
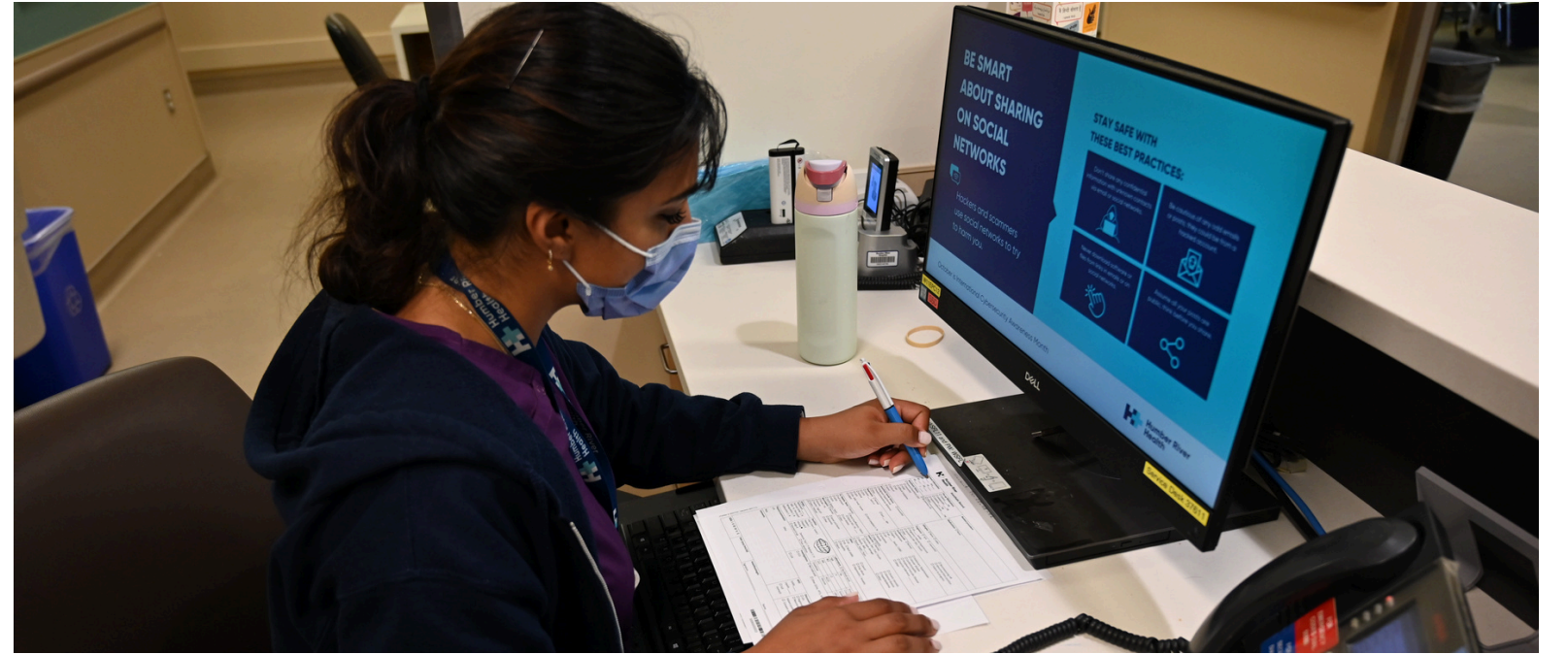
We interviewed some of our MRIT staff to ask them what inspired them to pursue a career in Medical Imaging. Click here to watch!

[Watch Here](#)



# Perioperative Nursing Week

Every year in the second week of November, Humber celebrates Perioperative Nursing Week to recognize the achievements and contributions of nurses who handle care before, during and after surgical procedures. This year's 2024 theme for Perioperative Nurses Week was "Empowering Teams, Enhancing Outcomes." This theme recognizes the pivotal role perioperative nurses play in fostering teamwork and driving positive surgical outcomes for patients. We are grateful for our dedicated perioperative nurses at Humber River Health.

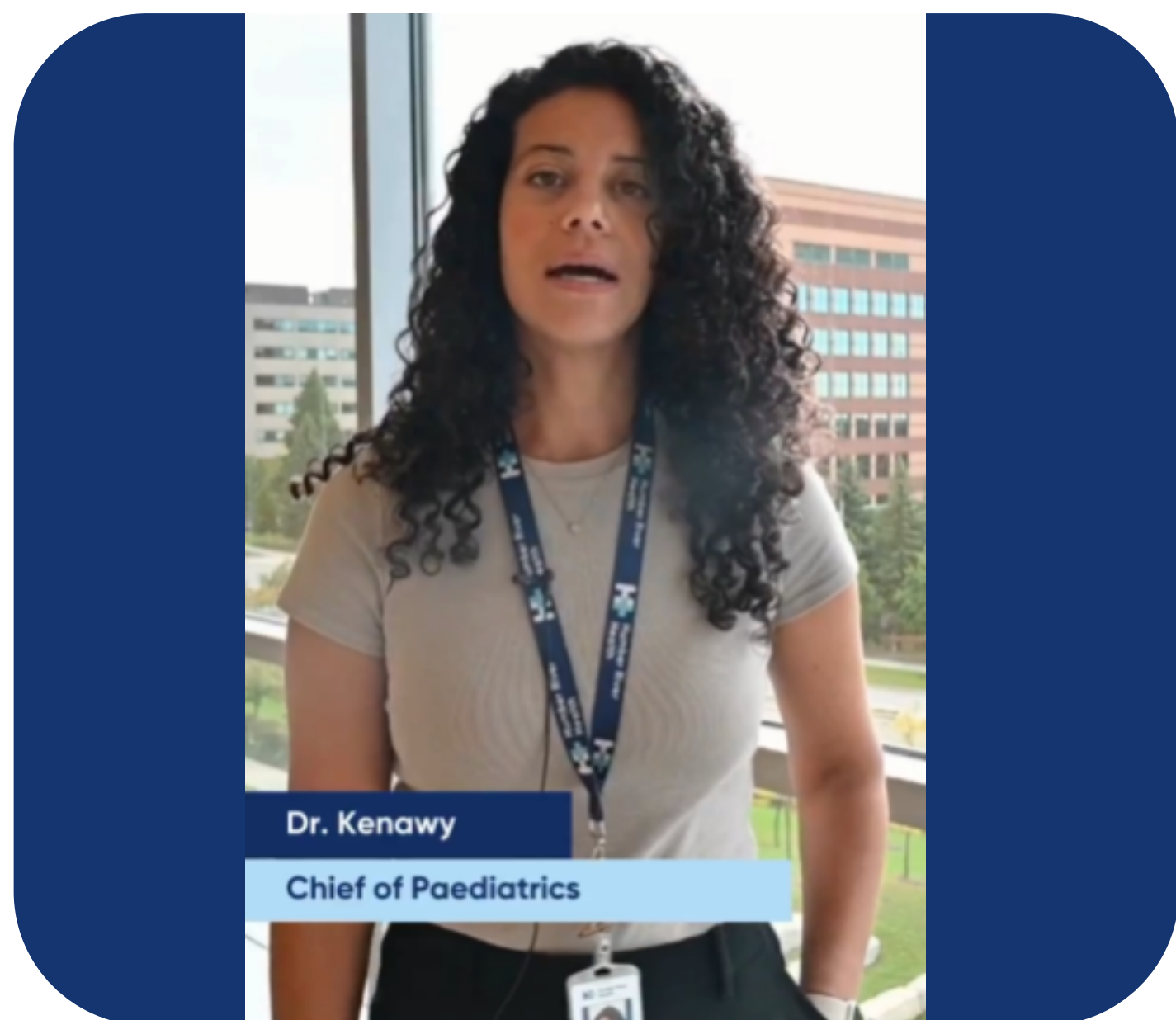


# Respiratory Syncytial Virus

Respiratory Syncytial Virus (RSV) is the leading cause of hospitalizations among babies during this time.

RSV can be serious, especially for infants and young children. Beyfortus, a new prevention medication, is here to help. Watch our Chief of Paediatrics, **Dr. Sally Kenawy**, explain more.

**Naima Mussarat**, our Clinical Manager of NICU and Paediatrics, shares what you need to know about the virus and how you can immunize your baby.



Dr. Kenawy  
Chief of Paediatrics

Watch Here



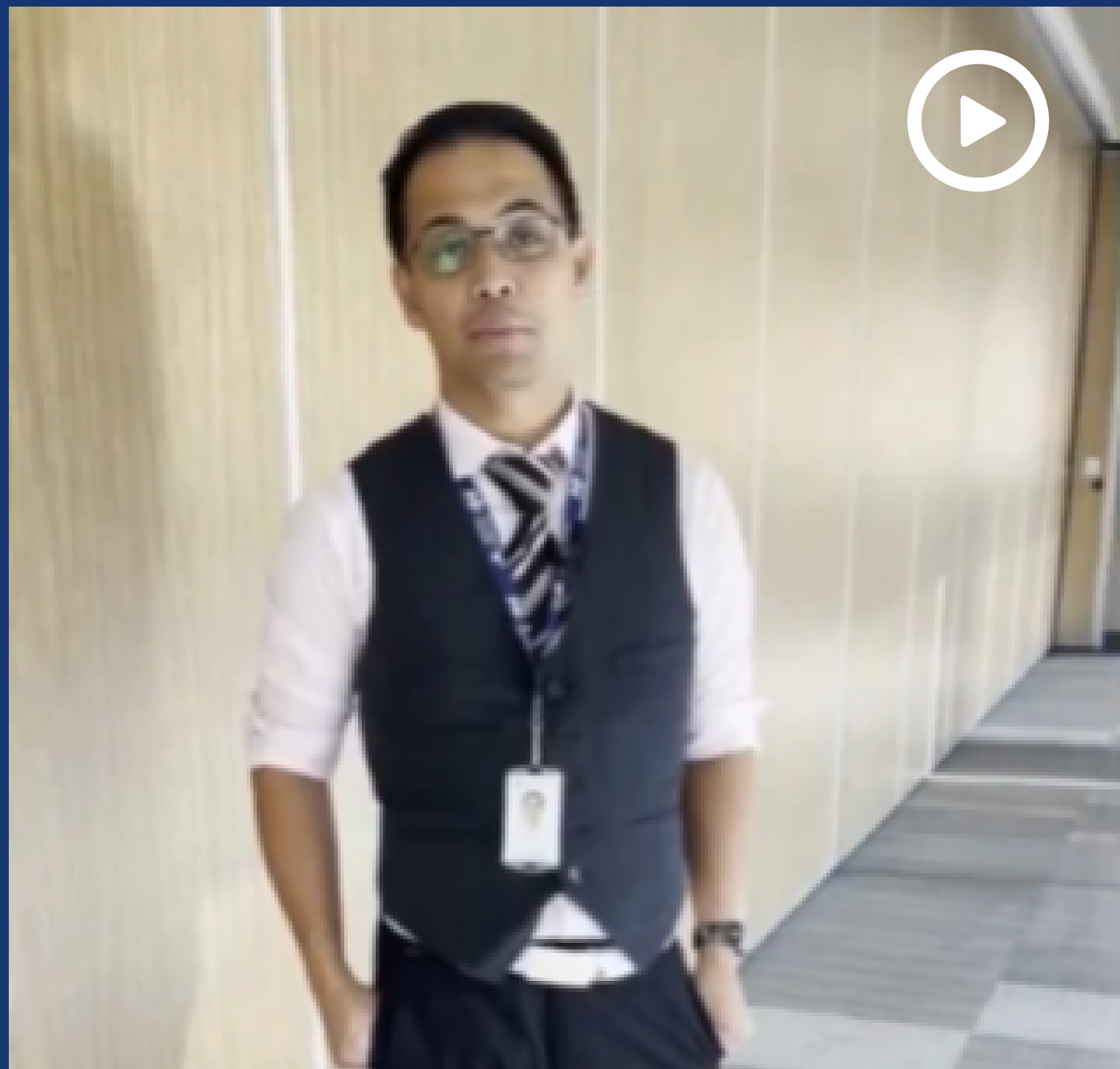
Naima Mussarat  
Clinical Manager NICU & Pediatrics

Watch Here



## Diabetes Awareness Month

To highlight Diabetes Awareness Month, we chatted with Paul Garcia, a Diabetes Nurse Educator here at Humber. In this video, Paul discusses how Humber supports those living with diabetes, and what the Humber Diabetes Education Centre offers.



Watch Here

## Dr. Tracy Pitt

Discussions about food allergies are becoming more and more prominent in the media. We met with Dr. Tracy Pitt, a Paediatric Allergist, to understand why food allergies are prevalent in areas like Canada and the United States, and to debunk some of the circulating theories!



Watch Here

## Nursing Resource Team (NRT)

Our Nursing Resource Team (NRT) is an integral part of our Hospital, providing quality patient care and staffing support with their diverse skill set and adaptability. Their dedication to teamwork, compassion, and professionalism makes them an invaluable part of our organization. Thank you for all you do!



## ED Management Team

Meet Our Apotex Emergency Department Management Team! Thanks to their commitment to embracing innovation, such as the AI-driven Enabling Support Services Tile, they successfully lead Ontario's busiest ED with some of the shortest wait times and highest patient care outcomes. Thank you team!





# World Antimicrobial Resistance Awareness Week

Antimicrobial Resistance (AMR) occurs when bacteria become resistant to antibiotics, making treatments less effective. This “silent pandemic” causes over 1 million deaths annually, with 5 million more indirectly linked. During AMR Awareness Week from November 18 - 24, we highlighted the importance of responsible antibiotic use—right drug, right dose, right duration. Misusing antibiotics for viral infections like colds or sore throats worsens resistance. By using antibiotics wisely, we can protect their effectiveness for future generations.

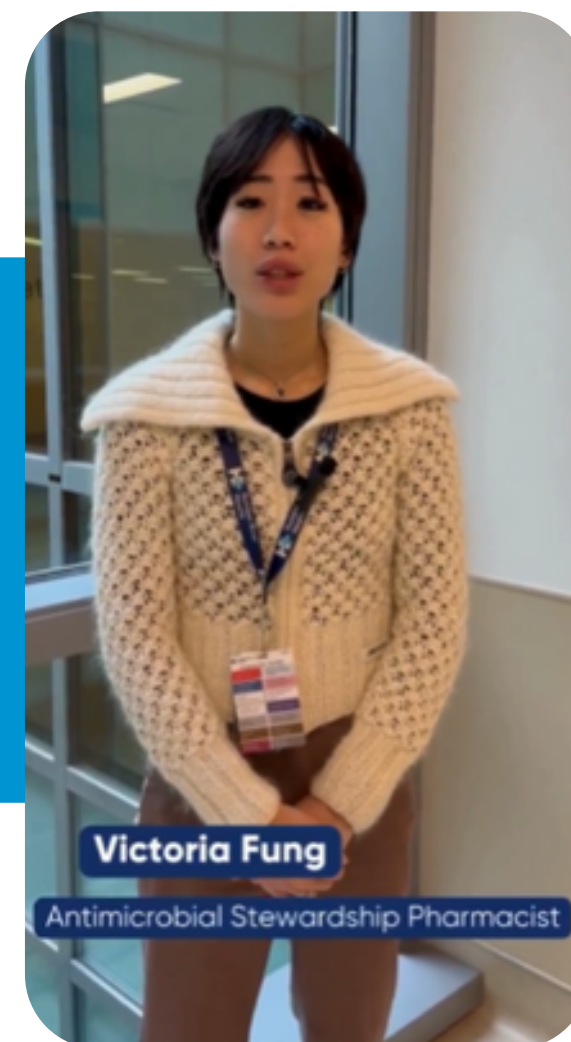


In this video featuring our Pharmacy team, they discuss AMR, the role of antimicrobial stewards, and why this week is so important.

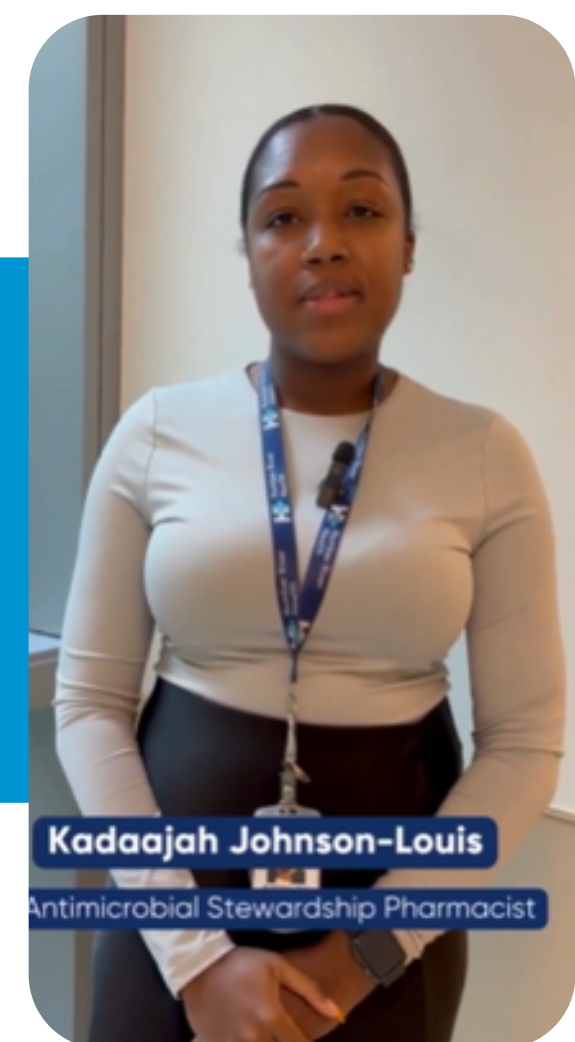
[Watch Here](#)



**Apoorva Kelkar**  
Director of Pharmacy Services



**Victoria Fung**  
Antimicrobial Stewardship Pharmacist



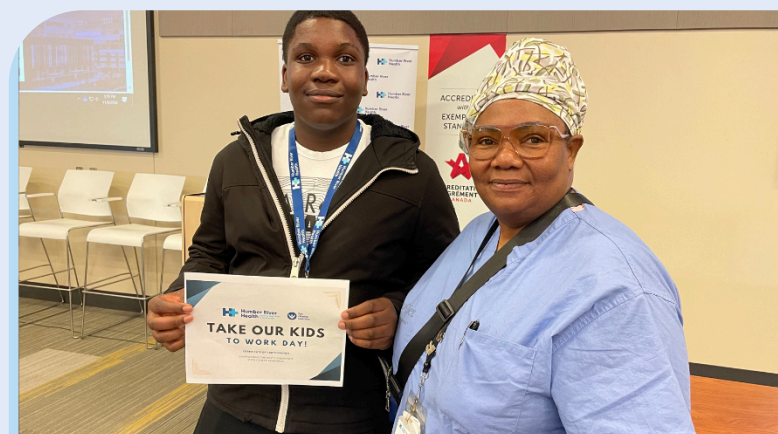
**Kadaajah Johnson-Louis**  
Antimicrobial Stewardship Pharmacist



## Take Our Kids to Work Day - November 6

On November 6, we welcomed grade nine students who participated in our Take Our Kids to Work Day program. Students were given an experiential learning opportunity to explore diverse roles and departments throughout Humber.

Thank you to everyone involved in organizing this event, including our panelists and speakers, The Aries Group, and Fair Chance Learning for their efforts in coordinating activities and ensuring a successful day of learning and exploration.





# Remembrance Day - November 11

On November 11, we came together to honour the Canadians who risked their lives to preserve our peace. At Humber, we proudly wore our poppies to pay tribute and to honour the resilience and the sacrifices of those who served and those who continue to serve.

In addition, we hosted a Remembrance Day Ceremony, where we sang O Canada, had a minute of silence, and a wreath laying. Thank you to everyone who attended.

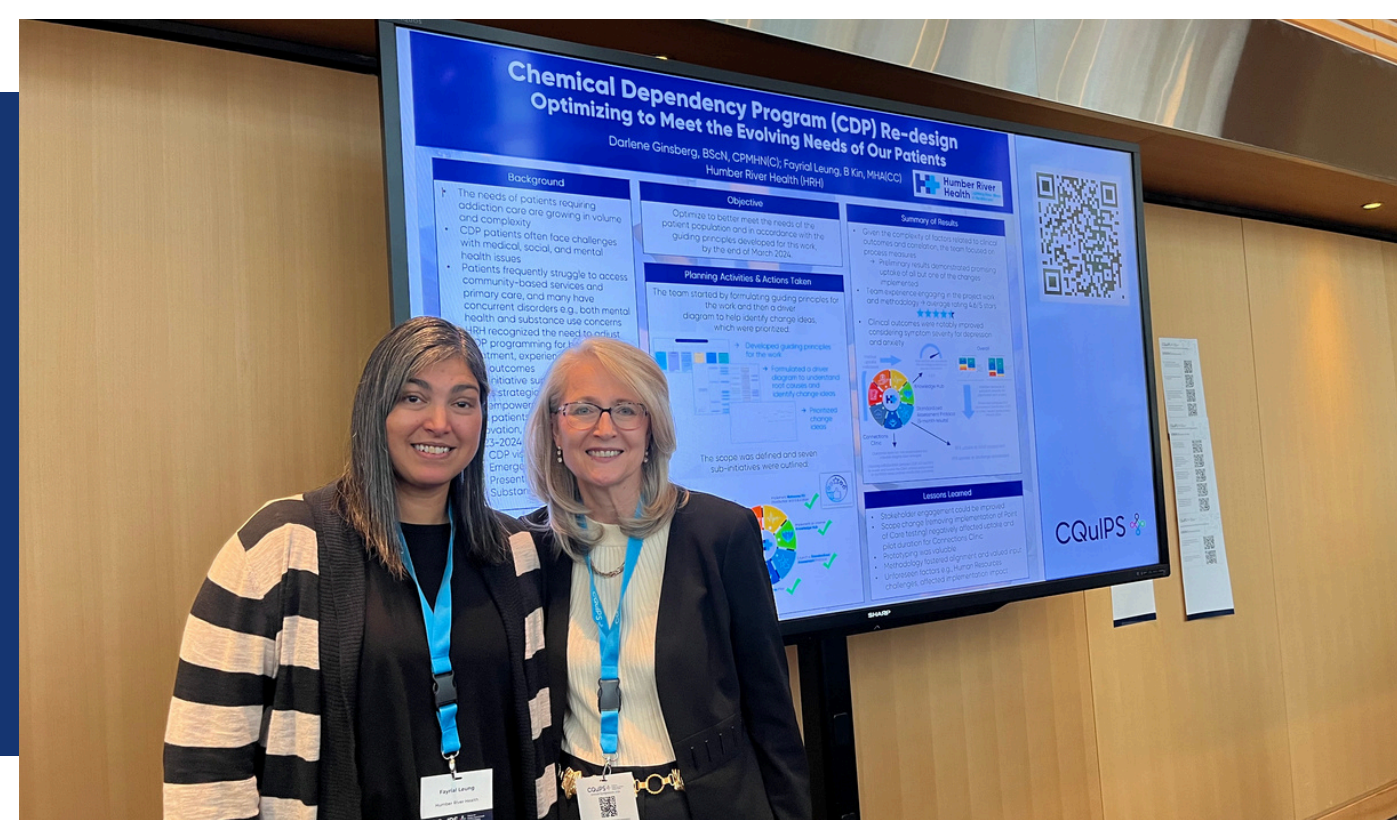
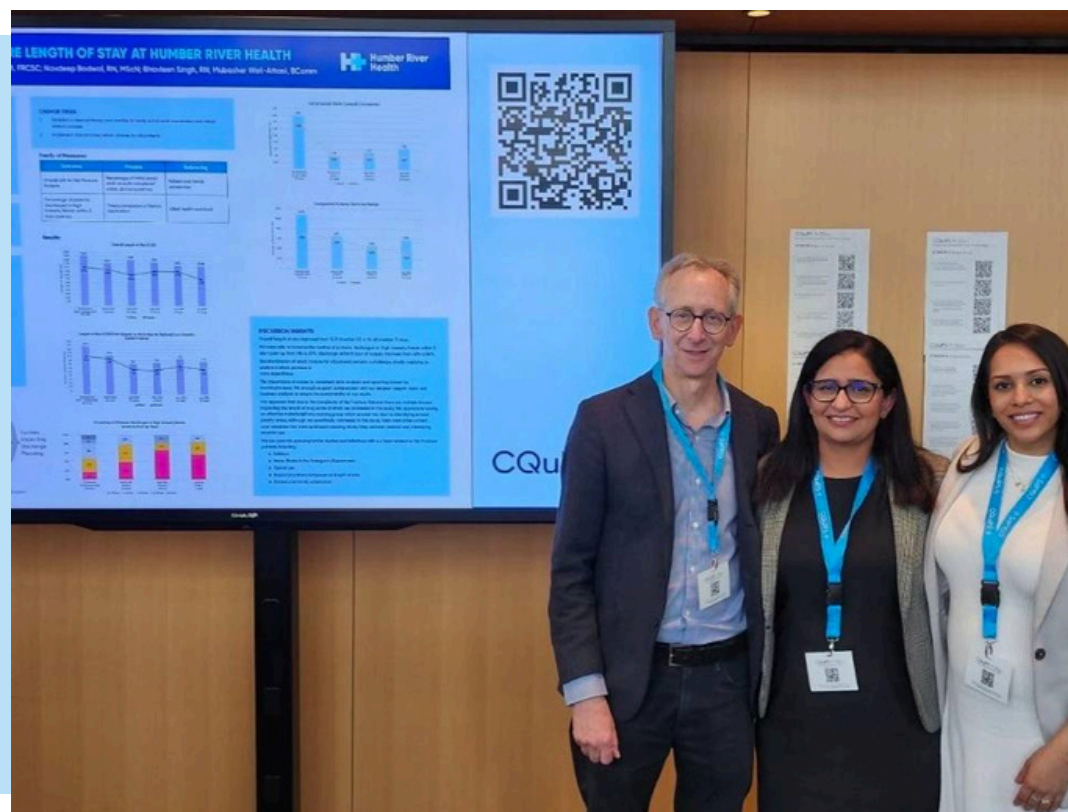




# Annual CQuIPS Symposium - November 19

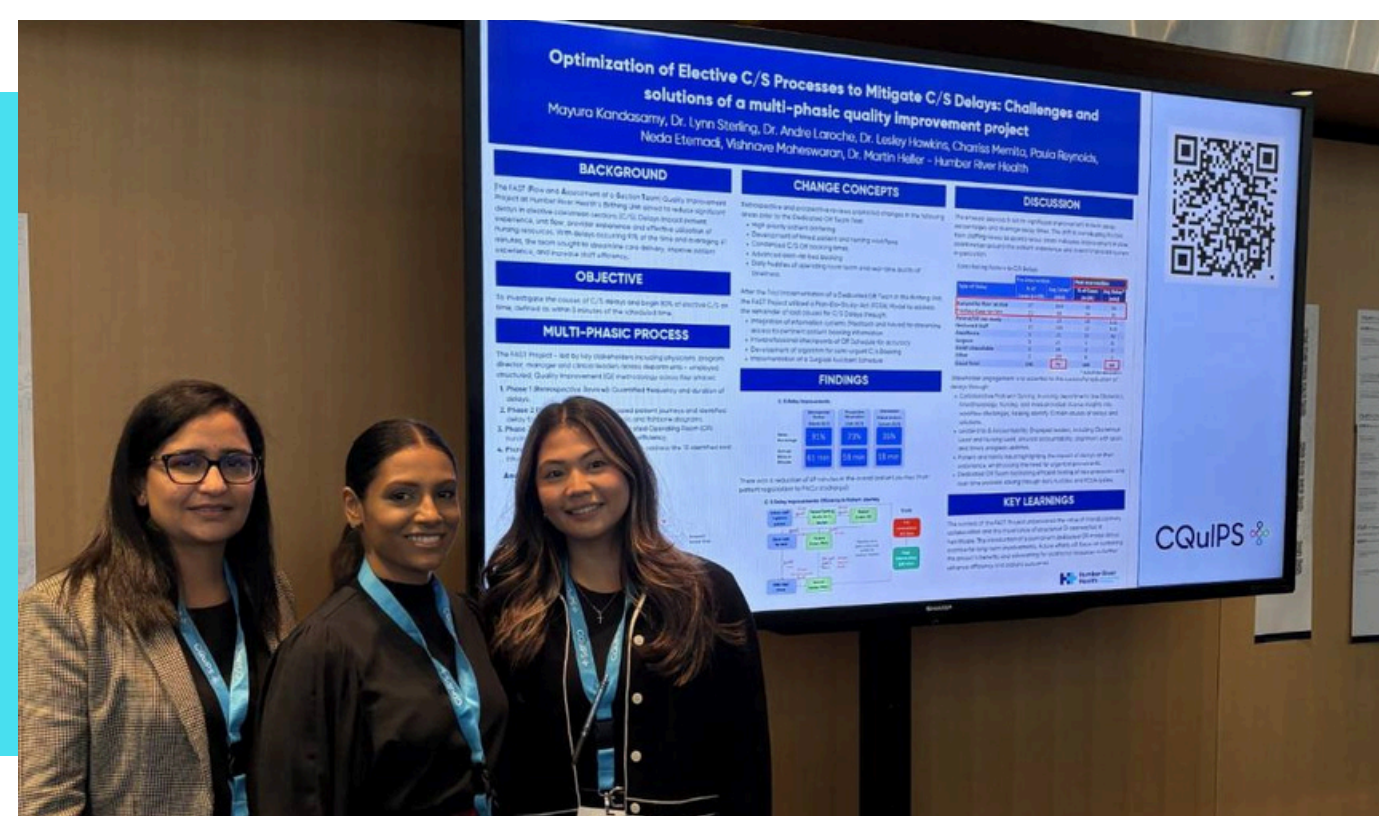
Various teams across the organization participated in the Annual CQuIPS (Centre for Quality Improvement and Patient Safety) Symposium on November 19. This annual event provides an optimal opportunity for the QIPS community to connect and network, gathering health professionals across the GTA and beyond.

Dr. Martin Heller, Nav Badwal and Amanpreet Ghuman attended CQuIPS Symposium to present the Inpatient Surgical Team's Quality Improvement project which has decreased the length of stay in hospital for hip fracture patients, getting them to rehab sooner.



Darlene Ginsberg and Fayrial Leung presented our Chemical Dependency Program Re-design at the CQuIPS Symposium, which includes improved access to opiate agonist therapy, naloxone kit training for staff, and improved severity scores for depression and anxiety for patients in our day program.

Our Maternal and Child Program shared their presentation, "FAST: Optimization of Elective C/S Processes to Reduce Delays," at the CQuIPS Symposium. The FAST (Flow and Assessment of c-Section Team) Project aimed to reduce significant delays in elective c-sections.





## Annual Holiday Bazaar

Our Volunteer Association hosted their Annual Holiday Bazaar on November 20. All proceeds go towards the purchase of capital equipment for the Hospital. Thank you to all who participated in putting this year's Holiday Bazaar together!





# Social Media Highlights

**Humber River Health**  
@HRHealth\_

Our Colposcopy Clinic acquired an UltraPulse® CO2 Laser by Lumenis, a minimally invasive tool to improve gynaecological care. We recently chatted with the first patient to undergo a procedure using the laser under sedation, which was performed by OB/GYN Dr. Lynn Sterling.



**Humber River Health**  
@HRHealth\_

Yesterday, we hosted 115 Health and Wellness SHSM students from @TCDSB. This event was a fantastic opportunity to showcase the diverse roles within healthcare and how students can succeed in careers here, and beyond in the province.



**Humber River Health**  
@HRHealth\_

On November 8, we observe Indigenous Veterans Day to recognize the courage and sacrifice of First Nation, Inuit and Métis people in military service. Today, we honour their significant contributions and sacrifices in protecting our rights, freedom, and peace.



**Humber River Health**  
@HRHealth\_

DYK: in the last year Humber NICU saw 438 neonates and took 103 tertiary transfers. This Prematurity Awareness Month, we honor the incredible interdisciplinary team who provides exceptional care and support for premature infants and their families.



**Humber River Health**  
@HRHealth\_

This week we welcomed Mario, a teacher from @tdsb, along with Cesar and Montserrat from Spain. Together we discussed our Volunteer Services Co-Op program that offers gr. 11 and 12 students valuable career-connected learning experiences in the healthcare sector.



**Humber River Health**  
@HRHealth\_

We congratulate our Maternal and Child Team for also attending this year's Ottawa Patient Safety Conference to present "Optimizing Maternal Outcomes: A Comprehensive Approach to Evidence-Based Labour Induction Protocols" and for successfully submitting various posters to @TheIHII!





## Religious/Spiritual Days

**DEC 1-24**

**Advent** is a season observed in most Christian denominations as a time of expectant waiting and preparation for both the celebration of the Nativity of Christ at Christmas.

**DEC 6**

**St. Nicholas Day, or Feast of St. Nicholas**, is December 6 and marks the anniversary of the death of the third-century Catholic saint who inspired the modern versions of Santa Claus.

**DEC 8**

**Bodhi Day/Rohatsu** is the celebration of the the Buddha reached enlightenment according to the Zen Buddhist Tradition

**DEC 13**

**Chanukah/Hanukkah** is an eight-day Jewish festival with the first day known as Chanukah, Festival of Lights, and Feast of Dedication.

**DEC 25**

**Christmas** is an annual festival commemorating the birth of Jesus Christ and celebrated on December 25 among billions of people around the world.

**DEC 26**

**Zartosht No-Diso/Death of Prophet Zoroaster**, who was a religious reformer and the spiritual founder of Zoroastrianism

**DEC 26**

**Kwanzaa** is an annual harvest festival celebration of African-American culture, and culminates in a communal feast called Karamu.