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your health... our care

Caring for our community



Marchese's new sterile compounding facility meets new USP 797 standards

Marchese Health Care has installed a new, state-of-the-art sterile compounding facility for total parenteral nutrition formulations, infusion and chemotherapy drugs.

The sterile facility, designed and installed by Viro-Mart Ltd. (VML) of Burlington, is the first of its kind in southern Ontario and only the third in Canada. VML wants to establish the design as a benchmark for sterile facilities in Canada.

It is also a major step in Marchese Health Care's objective to meet USP 797 standards in its clinical areas. Everything from the materials that are used to build the hood to the structural design of the workspace will satisfy the new standards of sterility.

The facility is built to ensure the highest standards are followed, with focus on efficient workspace, along with safety precautions and preparedness.

Marchese and North Hamilton Health Centre bring a pharmacist to the community

An innovative program at the North Hamilton Community Health Centre (NHCHC) is bringing the expertise of a Marchese Health Care pharmacist to the centre, which serves a multicultural and economically disadvantaged area of Hamilton. Coordinated by Marchese Health Care pharmacist Janie Bowles-Jordan, B.Sc. Phm, the initiative expands the clinical and cognitive skills of the centre's health team and increases the level of patient care.

Janie spends two days a week at the Health Centre as consultant to the Pharmacist Integration in Primary Care (PIP-C) pilot program. The program has grown, from its original two half days per week when it began in 2006.

Currently, the program is funded by Marchese, NHCHC and the generosity of a charitable foundation.

Marchese Health Care's long-standing collaboration with NHCHC has allowed both organizations to take

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Introducing ...



FRED BRUNS Director of Operations, Pharmacy & Client Services

Marita Zaffiro, President and CEO of Marchese Health Care, recently announced the appointment of Fred Bruns, B.Sc.Pharm, as the company's new *director of operations, pharmacy and client services*.

Fred is a licensed pharmacist with senior management experience, recently as vice president of operations with Katz Group Canada.

Fred comes to Marchese following an wide-ranging candidate search. During the interview process, the hiring committee was impressed with his sense of humour and practical approach to addressing issues. Management has confidence that he will provide the leadership to move the company to a new level of operations.

Fred assumes the full scope of his senior management duties, leading Marchese Health Care's Infusion Services, Medical Supplies, Pharmacy Services and Pharmacist teams.



Marchese Health Care staff members Jennifer Wallace (left), Susie Hallyburton and John Hall prepare to manage a game at the Docs on Ice hockey tournament in April. Marchese was a sponsor for the charitable event, which attracted about 700 physicians from across Ontario.

Staff live Marchese's values by helping charitable causes

Marchese Health Care believes that good corporate citizenship promotes and supports community development. The spirit of giving to the communities in which we live and work is an integral part of our culture. The company's Social Committee annually gives thousands of dollars in employee contributions and volunteer hours to dozens of charitable causes. Marchese Health Care, as a corporate entity, also gives thousands of dollars annually to hospices, non-profit nursing agencies and other health-related charitable organizations.

In 2006, staff contributions supported:

- Local children's breakfast programs
- Cancer Assistance Program
- VON Meals on Wheels
- Inner city school mitten program
- Bob Kemp Hospice
- Good Shepherd Christmas Program
- Mission Services Kids Camps

Marchese Health Care continues to support community wellness through corporate donations to hospice palliative care, non-profit long-term care facilities and hospital foundations.

PIP-C addresses deep-rooted health issues

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advantage of Ontario's transforming health system for the betterment of patient care. The North Hamilton Community Health Centre was considered the logical host for the pilot project because health centres, by design, incorporate an interdisciplinary approach to primary care.

IMPACT


PIP-C is influenced by the IMPACT project, a program that promotes the pharmacist as an integral part of Ontario's new Family Health Teams (FHTs). Two Marchese Health Care pharmacists have become part-time members of the Hamilton FHT, which includes 110 physicians and serves 247,000 patients.

Janie has developed her role to attain goals in pharmacy care, primary care team consultation, and communications through clinical services and consultation. All strategies are aligned with the Family Health Team model with particular focus on the specific needs of NHCHC's patient demographic.

NHCHC is the only community health centre in Ontario with a fully operational electronic health records system that can be accessed by all medical professionals, including the pharmacist. As part of the process, patients are asked to bring their medication to the health

centre so Janie can ensure records are current, while identifying and helping to resolve drug-related issues.

With that comes an interactive process in which Janie encourages patients to examine their healthcare habits and, if necessary, to improve compliance with their drug therapies. Janie has identified an average of four drug-related issues per patient with some patients facing as many as seven issues.



For every dollar spent on pharmacy services, between \$6 and \$17 are saved in drug costs.

STABILITY

Many patients have deep-rooted social and economic problems that make their healthcare issues difficult to resolve. Their health team is often the only stability they have in their lives. Janie's simple solutions, such as facilitating communication with pharmacies, providing free glucose monitoring logs, and/or compliance assistance programs, have put at-risk patients on the

road to long-term wellness practices.

"Education is a challenge," says Janie. "Patients are accustomed to coming in when they're sick. The idea of preventive health care is important. We promote the idea of going to the community health centre for a wellness check."

Following her evaluation of the patients' health and medication regimen, Janie discusses any recommendations with their physicians, facilitates an action plan and relays information to community pharmacists so all members of the health team are in the loop.

(To ensure the integrity of the program, patients are free to use the pharmacy of their choice. Although it is coordinated by a Marchese Health Care pharmacist, there is no link to medication dispensing at the company.)

A CLEAR SUCCESS

PIP-C's success is becoming clearer as the program evolves. Janie is accumulating data to illustrate the impact a pharmacist has at the health centre. NHCHC will create a business case to ask the Ontario Ministry of Health and Long Term Care to support a permanent pharmacist. The coordinators hope this will lead to adoption of the model on a broader provincial and national level.

Meds Check: Promoting better health outcomes in primary care

Through the Transparent Drug System for Patients Act, the Ontario Government has recognized the role of pharmacists as part of an integrated team that provides enhanced care for patients by compensating them for professional services. The services, intended to promote better patient health outcomes, will be phased in with the first phase compensating for Medication Review programs.

Meds Check Medication Review Program

Meds Check Medication Review is a service provided by community pharmacists with the goal of maximizing patient

adherence to drug therapy. Through one-on-one interactions, community pharmacists may provide patients with Meds Check to help them understand their medication therapy and ensure that drugs are being taken as prescribed.

The results of Meds Check will be shared with the patient or caregiver and, when appropriate, with the primary healthcare provider.

For information on Marchese Health Care's consulting pharmacist services, call 905-528-4214.

Immigrant hiring practices win accolades

Marchese Health Care's dedication to the employment of professionally trained immigrants has gained a large measure of respect in the Greater Hamilton business community.

In November, the Settlement and Integration Services Organization (SISO) recognized Marchese Health Care as a company whose outstanding hiring practices have helped advance the careers of foreign-trained immigrants. That award highlighted Marchese as a dynamic employer and spurred an invitation to be represented at a high-profile conference this spring.

The Diversity Works conference at the Hamilton Convention Centre was billed as a way for local employers to understand how to utilize the immigrant workforce to address projected labour shortages.

Diane Leaker, Marchese Health Care's director of quality and organizational development, was part of a panel that represented employers who presented local solutions to enhancing their businesses with an immigrant workforce.

Diane explained that Marchese's ethnically diverse employee base allows the company to promote a "key feature" of the organization – our ability to serve the public in 15 languages.

She told the audience that when it

became necessary to increase our staff complement, we mined extensive networks, surrounding ethnic neighbourhoods and SISO to find candidates.

"In health care, accessibility includes employees having an understanding of cultural issues regarding health care services and the ability to provide counselling and education in the patient's language," she said.

This need is not unique to Marchese Health Care. The entire Canadian labour market soon will be starving for new workers as baby boomers leave the workforce.

According to a report published in the Ivey Business Journal, fewer workers will be available to fill the labour void left by retirees than ever before. Additionally, Canada welcomes more than 200,000 immigrants annually – most of whom are looking for employment and organizations that can provide services in their native language while they integrate into Canadian society.

The report stated that 54 percent of immigrants who arrive in Canada are considered to have marketable professional skills – a better number than the

overall Canadian population. According to Statistics Canada, immigrants are more likely to have post-secondary education than Canadian workers.

Marchese Health Care's location, among a variety of inner city immigrant neighbourhoods, has necessitated the recruitment of skilled workers who can help address clients' cultural needs.

As part of her presentation, Diane highlighted a few of the success stories foreign-born staff have written over the years, including:

- Pharmacist Lalitha Polamreddy, who the company supported while she worked to receive her pharmacist licence;

- Warehouse technician Teuta Aliu, who worked in the company's dispensary and Medical Supplies department before leaving the company recently for her medical residency;

- Intake coordinator Vince Vincetic, who draws on years of medical training to provide our clients with exceptional service in our Intake department.

"The people we've brought in contribute a strong work ethic and ... add value to our organization," said Diane.



Teuta Aliu (left) with Mary Carmichael, her supervisor, at Teuta's farewell party.



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