

MESSAGE FROM THE DIRECTOR



April Mullen

Hello all, I started my Management journey in the LHSC Renal Program back in 2017. In May of this year I assumed the role of Director of the South West Regional Renal

Program and Regional Director for the South West LHIN for the Ontario Renal Network (ORN) filling the role and travelling along the path of the much respected Janice McCallum upon her retirement.

I am excited to be in this new role within the renal program so that I can continue to advance and support a person-centered care approach and philosophy to all the work that we do.

The ORN has the strategic priority to be person-centred through partnering with patients and caregivers to strengthen an

inclusive kidney care system. The strategic objectives are outlined in the ORN Plan 3 which can be found here: Ontario Renal Plan 3. This plan can be found at www.ontariorenalnetwork.ca.

It is my role to ensure that South West Regional Renal Program is meeting the ORN strategic objectives in all our renal system planning, delivery and evaluation of health care and that this is based on partnerships with patients and families to ensure that we deliver care outcomes that are patient centered.

PNEUMOCOCCAL VACCINATIONS

The Canadian Immunization Guidelines recommend that all renal patients be immunized against pneumococcal bacteria as they are at greater risk of this infection. It can lead to infections of the lungs, blood and brain. If you wish to receive the pneumococcal vaccine, Pneumovax 23[®], it will now be provided to you by the Renal Program.

If you have already received 2 doses of pneumococcal vaccines (initial and 5 year booster), additional vaccines are not required. If you have received another type of pneumococcal vaccine, Pevnar13[®], you should wait 8 weeks before receiving Pneumovax 23[®]. If you are unwell with a fever it is best to delay the vaccine until you are feeling better. If you have had an allergic reaction to the pneumococcal vaccine in the past, you should not receive it again.



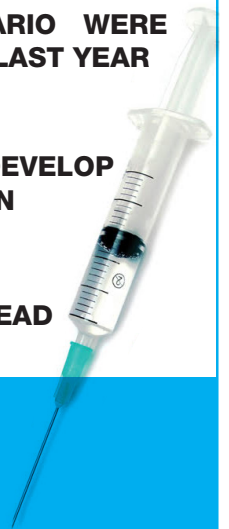
FLU SHOTS BY THE NUMBERS

5000 PEOPLE IN ONTARIO WERE HOSPITALIZED WITH FLU VIRUS LAST YEAR

2 WEEKS TIME IT TAKES YOUR BODY TO DEVELOP ANTIBODIES AFTER VACCINATION

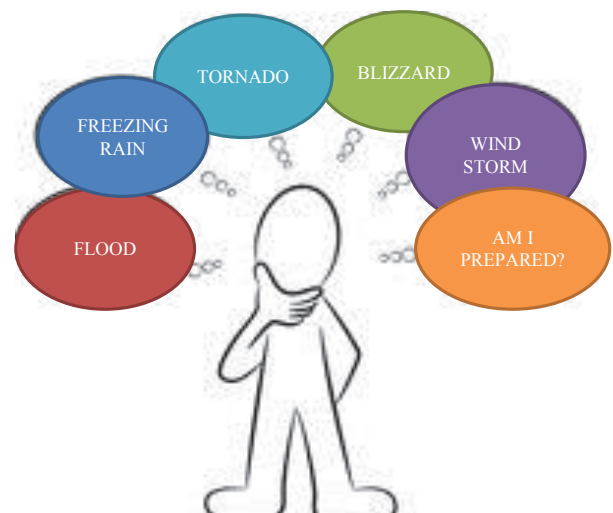
6 FEET DISTANCE SOMEONE CAN SPREAD THE FLU VIRUS

VISIT A PHARMACY OR DOCTOR TODAY TO PROTECT YOURSELF AND OTHERS BY GETTING THE FLU SHOT





An equilateral triangle within a circle is the international symbol for emergency management. The blue triangle represents harmony, balance and calm while the orange circle is the sign of alert and danger.



PLANNING FOR AN EMERGENCY

After an emergency dialysis may not be available... Are you prepared!

PREPARING FOR AN EMERGENCY



- ✓ Keep a copy of the "Dialysis Patient Emergency Guide: Being Prepared" with you
- ✓ Tell dialysis unit of phone or address changes
- ✓ Keep current medication list with at least 3 day supply on hand
- ✓ Plan ahead by having an emergency pack and alternative transportation plans

DURING AN EMERGENCY



- ✓ If safe to do so stay at home, unless site unsafe or requiring medical attention
- ✓ Begin emergency diet
- ✓ Wait for instructions via radio, TV, phone
- ✓ If evacuated, tell them you're a dialysis patient and give your medical information
- ✓ Be prepared to have your dialysis date or time shift or be at another unit

EMERGENCY RENAL DIET:

Avoid salty and high potassium foods; for each day without dialysis, have no more than:

- 2 cups of fluid
- 3-4 servings of low potassium fruits (pears, apples, canned); one serving = one small piece or 1/2 cup canned fruit or juice
- 1 can (size of deck of cards) of lower salt fish, poultry or meat, or 2-3 Tbsp peanut butter

Caring for You. Innovating for the World.®

Emergency preparedness pamphlets are available on the information stands in the dialysis waiting rooms.

YOU MAKE A DIFFERENCE IN MY CARE

Last spring our Patient and Family Advisory Committee came up with the idea of creating an art collage that would offer a message to both patients and staff that what all staff do makes a difference to patient care.

Many staff work behind the scenes and although they do not have direct patient contact – their work influences patient outcomes. One of our advisors had the experience of a family member needing to have a rather serious operation. While

on the stretcher waiting to be taken in to the operating room they met an electrician who happened to be a family friend. After explaining that they were about to receive surgery the electrician responded that he had just changed the lights in the operating room so staff would not have to worry about lighting. This simple statement had a profound effect on the patient and family and made them realize just all that goes on behind the scenes to ensure their care. As a result – the idea for the photo collage began to develop as a thank you to all staff for their work and to remind patients how well they are cared for and highlight those who “make a difference in my care”. The collage represents the principles of patient and family centred care (PFCC). Thank you to not just the renal team but the entire hospital and for those who volunteered to take part in this initiative.



These collages are hanging in the dialysis waiting rooms at all 3 locations in London.

RANITIDINE RECALL WE WANT TO HEAR FROM YOU!!!



If you are taking ranitidine (Zantac®) by prescription or over the counter, please let your kidney team know as Health Canada has asked manufacturers to stop distributing it until further testing can be done on the product's safety. Several companies have recalled their ranitidine due to an impurity called N-nitrosodimethylamine (NDMA) being detected. If you need to continue on something for heartburn, stomach ulcers or GERD, your kidney team can recommend/prescribe you a different medicine instead of ranitidine.



Please send your suggestions to renaladvisor@lhsc.on.ca



CHRISTMAS HELPS

Christmas is a wonderful time for fun, family and food. However, the food part can be difficult for people with Kidney Disease. There is no shortage of recipes so instead of sharing a recipe this issue we thought we would just share a few noteworthy items to watch out for over the holidays:

- Eggnog – high in both potassium and phosphorus – try hot apple cider or mulled wine instead
- Potatoes – even the double boiled variety can add up! If potatoes are essential to your holiday celebrations then make your servings small. Try the cranberry risotto at www.kidneycommunitykitchen.ca for a delicious alternative.
- Nuts – often salty and always high in potassium and phosphorus – it’s difficult to eat “just one”!
- Choose unsalted pretzels or popcorn instead.
- Turkey! Watch out for the “self-basting” or “frozen, seasoned” turkeys – these are loaded with salt and phosphate. Choose fresh or frozen turkeys with nothing extra added. Then save those bones to make a fantastic turkey stock!
- Oranges are very high in potassium – ask Santa to put a clementine or mandarin in your stocking instead.

- Chocolate – high in potassium and phosphorus – choose sugar cookies, shortbread, sorbet, apple pie, lemon tarts or pound cake.
- Buffet tables – it’s very easy to overeat – fill your plate once!

Cranberries are very low in potassium and they are festive and pretty. If you don’t like cranberries try another low potassium favourite – raspberries.

Traditional cranberry sauce is wonderful with turkey but try these other ideas:

- Add chopped cranberries to bread stuffing for chicken, turkey, duck or pork
- Add a few chopped cranberries to cabbage salads or rice for colour and flavour
- Add cranberries to apple or pear crisps and pies
- Serve leftover cranberry sauce with pancakes, or fold into Cool Whip and top homemade waffles or pancakes
- Press cooked cranberries through a sieve and sweeten slightly; serve under grilled chicken breast or pork chop
- Add cranberries to muffins, biscuits, cakes and cookies
- Mix cranberry juice with white wine or sparkling water for a colourful spritzer – toss in a few whole cranberries for garnish.

EVERY EXPERIENCE MATTERS



Patient Ombudsman

Do you have a complaint about a healthcare experience?

We know how frustrating it can be to not feel heard or understood, especially when it come to your care or the care of someone you love. If you have already voiced your complaint at a public hospital, long-term care home or Home and Community Care coordinated by the Local Health Integration Network (LHIN) and are still unhappy with the outcome or how it was handled we may be able to help.

Ways to connect with the Patient Ombudsman:

Telephone
(Monday - Friday 9 am - 4 pm)
1-888-321-0339
416-597-0339
TTY 416-597-5371

Online:
PatientOmbudsman.ca

InPerson
(fully accessible location)
393 University Ave., Suite 1801
Toronto, ON N5G 1E6

Mail
Box 130, 77
Wellsley St West
Toronto, ON M7A1N3

Fax
416-597-5372

We are respectful of your privacy and deliver service that is considerate of all audiences, languages and abilities. Language interpretation services are available if you need help sharing your complaint.