What it Really Means

The Scarborough Hospital (TSH) is a Best Practice Spotlight Organization (BPSO) candidate. BPSOs are health care and academic organizations selected by the Registered Nurses’ Association of Ontario (RNAO) to implement and evaluate its internationally acclaimed best practice guidelines (BPGs).

TSH is implementing and evaluating eight BPGs, and is poised to be officially designated as a BPSO in 2019, upon successful completion of its candidacy. Evidence from these BPGs will be incorporated into standards of practice, policies, and protocols across the various units and departments at the hospital. TSH is transforming and ready for the spotlight!

If you’re interested in learning more about how this work will impact TSH, its patients, and the community, check out the Question-and-Answer article below featuring Liora Krinsky and Heather Holden, Co-Leads for the Person- and Family-Centred Care (PFCC) project.

Liora Krinsky, Clinical Resource Leader, Medicine and Specialized Geriatrics

Liora has been at TSH for two years. She is the Clinical Resource Leader for Medicine and Specialized Geriatrics, and consults with members of the interprofessional teams to support them in providing excellent patient care.

I worked in a large academic hospital in South Africa in the 1980s. The Chief Nursing Executive was a progressive thinker and the first of my many mentors. She instilled in me the concept of “always putting patients before paperwork.” That is, the patient (and their family) is always the priority and centre of care. Over the years, this has become my professional mission statement.

What is the best professional advice you’ve ever received?

Be confident in what you know and always ask what you don’t.

Why did you become a BPSO Lead?

I jumped at the opportunity. I was asked to co-lead the PFCC Working Group, and I decided I wanted to work in this field. I became a BPSO Lead because I wanted to support patients, families, and care providers in improving their care experience and outcomes of our health care system.

What is the best professional advice you’ve ever received?

“Thank you for really listening to me.” - Heather Holden, Clinical Resource Leader, 4Central/ASU, and Speciality Clinics, General campus

Why did you become a BPSO Lead?

I was asked to co-lead the PFCC Working Group. Once we received feedback from patients, clients, consumers, residents and their families and communities, we helped to foster a positive, caring patient care experience.

What is the best professional advice you’ve ever received?

Always ask what you don’t.

Development of Four Integrated Health Service Plans Underway

The Central East Local Health Integration Network (Central LHIN) is developing its fourth Integrated Health Service Plan (IHSP), a document that sets out shared goals for its planning partners to develop IHSPs. The LHIN also wants to hear from its planning partners to develop IHSPs, and how that can be achieved.

For more on Patients as Partners, see page 10 of TSH’s Strategic Plan, Building a Healthier Scarborough. Nurse a question and explain why.

This is a difficult question as I admire so many of the people I work with for many reasons! I really admire my colleagues for their dedication, hard work, and their belief in patients and caregivers about their experiences and outcomes of our health care system.

What is the best professional advice you’ve ever received?

Always ask what you don’t.

Spending quality time with my family.

What is your favourite movie or book?

The TSH patient experience survey.

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