



MISERICORDIA
Health Centre
The future of care

APRIL 2016

Life @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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PRESIDENT'S MESSAGE: YOUR OPINION COUNTS!



Time for Strategic Planning

MHC's 5-year strategic plan concludes in 2016, so it's time again for us to start planning for the next steps toward a successful future!

Strategic Planning is an organization's process of defining its strategy, or direction, for the future—including making decisions on clinical programs and how to allocate resources. At MHC, we want to ensure our employees and other stakeholders are working towards common goals and that's why we appreciate your input.

MHC is exceedingly fortunate our Vision, Mission and Values are as relevant today as they were five years ago. Many organizations spend most of their strategic planning sessions building their Vision; we are way ahead.

Our Vision, Mission and Values focusing on healthy aging will remain the same, but some of our strategic priorities may change as we plan for the next five to 10 years.

This is where we need your help!

Please visit M-NET and take our short survey about strategic planning. It's only four questions. Basically, we're asking you what MHC does well and what could be improved.

All answers are anonymous!

I really encourage you to take the survey. You are our most important resource and we

always learn so much from our staff.

I tend to look at taking surveys like voting in elections: if you don't make your opinions known, then you aren't allowed to complain.

Rosie Jacuzzi
President & CEO

NATIONAL ORGAN AND TISSUE DONATION AWARENESS WEEK

By Roberta Koscielny, Communications Specialist, Transplant Manitoba

National Organ and Tissue Donation Awareness Week (NOTDAW) 2016 is quickly approaching and I'm hopeful we will experience another impressive gain on new signupforlife.ca registrations during the week.

The number to beat is 855!

NOTDAW runs from April 18 - 22 this year and the program is preparing to celebrate the week. Check out the new signupforlife.ca website to register as a donor yourself and keep your eyes open for the billboards across the city and within WRHA facilities featuring Ace Burpee, Fred Penner, Obby Khan, and Kaitlyn Lawes. This year a new face has been added to the campaign, fiddle champion and accomplished musician Sierra Noble.

EYE DONOR MONTH

April is also Eye Donor Month! With Misericordia Health Centre, the home of the Buhler Eye Care Centre and the Misericordia Eye Bank, we would like to remind you eyes are a donation choice when registering on signupforlife.ca.



FOUNDATION EVENTS

April 16, 2016	MHC Foundation Black Tie Gala
June 8, 2016	MHC Foundation and Jocelyn House Friendship Luncheon
July 13, 2016	MHC Foundation Golf Classic

DID YOU KNOW?

Update on Provincial Health Care Violence Prevention Program

Submitted by the WRHA

As you may be aware, the date for the rollout of the Provincial Health Care Violence Prevention Program within the region has been extended and a new date has not yet been confirmed. This is due to concerns raised in major clinical programs over the best process to implement the program in order to maintain the safety of our staff and the care, dignity and respect for the patients, clients and residents we serve.

go to wrha.mb.ca/violenceprevention to read more

DATES TO REMEMBER

April 17	International Hemophilia Day
April 22	Earth Day
April 23-30	National Immunization Awareness Week
May 1 - 7	North American Occupational Safety and Health Week
May 9 - 15	National Nursing Week



May 19, 2016	First Line Managers' Day 8 a.m. - 4 p.m. at the Canad Inns Club Regent. Featuring Kent Osborne, Big Daddy Taz and Christine Van Der Hoek Register at: wrha.mb.ca/osd/leadership.php
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DOORS OF MERCY

Thank you to everyone who was able to attend our special Doors of Mercy openings with the most Reverend Richard J. Gagnon, Archbishop of Winnipeg!

Here are some ideas of how you can be merciful:

1. Dare to really care. How would your life change if you began to really care about other people?
2. Don't judge. What attitudes would you have to change in order to stop judging others?
3. Avoid gossip. How will you keep yourself from gossiping about other people?
4. Refuse to retaliate. Who are the people you need to forgive?
5. Don't turn away. How do you deal with the temptation to turn away from someone in need?
6. Cultivate little kindnesses. What are some small acts of mercy you can do every day?
7. Accept mercy from others. In what ways can you accept mercy from other people?
8. Pray for mercy. How will you pray for mercy and for whom will you pray?



NATIONAL VOLUNTEER WEEK

By Cristina Buonpensiere, Manager, Volunteer Resources

Volunteer Services is celebrating National Volunteer Week April 10 – 16, a time where we formally recognize all our volunteers for their hard work throughout the year.

If you see a volunteer take some time to say thank you for their time, skills and talents they devote to MHC. We appreciate and value all that they do as their contributions are essential to MHC, Misericordia Place and the health-care system overall.

During National Volunteer Week you may notice senior leadership shadowing our volunteers in their roles seeing first hand their many contributions to health care. This is an interactive way for those involved to understand the importance of our Misericordia volunteers. Thanks to all those that participate this year!

MISSION MOMENT

By Jane Van Dam, Manager of Social Work

For every issue of Life@Miz we ask our staff for Mission Moments to share. This month Jane Van Dam, MHC's Manager of Social Work, shared a "Mission Impossible Moment:"

"The Social Work department has moved to room 259 [in the Sherbrook building]! This was only possible because of the great team effort of all departments helping out. "We had so much help from Security, Plant Services, Housekeeping and Jason [Hamade, desktop support] moving all the telephones and computers..."

Also and maybe especially, credit to the amazing Social Work Team, who worked so hard to make the move seamless. Moving boxes while still managing their daily workloads and maintaining a positive outlook. Thank you to the entire Social Work Team for putting in so much effort to ensure the new space is welcoming for staff, clients, residents and their families.

"It was fantastic teamwork. This move really happened with the Misericordia Spirit and in the Misericordia Way! Thanks so much." - Jane Van Dam



PATIENT REGISTRATION TO TRIAGE TIME REDUCTION

By Lea Wesner, Patient Care Manager, Urgent Care & Ambulatory Clinics

The Urgent Care Team recently completed a Green Belt Lean Project led by Isabelle Jarrin, CNS, from Quality Improvement and Patient Safety, WRHA.

Through the regular collection of patient care data via the Emergency Department Information System (EDIS), the Urgent Care (UC) leadership team noted the wait between registration and triage took longer than eight minutes 40.12 per cent of the time.

Through process change, equipment maintenance, and new equipment, UC successfully reduced the probability of exceeding a wait time to see the

triage nurse of eight minutes from 40.12 per cent to 14.61 per cent, this is a 63.6 per cent decrease.

While not reaching the original goal of 10 per cent, the project was successful in decreasing the probability of exceeding a wait time to see the triage nurse of eight minutes thereby improving the time to assessment at triage for patients, and decreasing patient safety risks.

Additionally, staff report that the improvements of identified challenges have increased their work satisfaction. Amazing improvements like this are not possible without a great team. I would like to thank

the project team for the dedicated and passionate work, the staff of Urgent Care, and Isabelle Jarrin for highlighting the incredible work done at Urgent Care throughout her work on this project.



CONGRATULATIONS PATTY!

By Tara McNaughton, Resident Care Manager

Patty Johnson, Director, Long-Term Care, has been selected to receive the 2016 Manitoba Gerontological Nurses Association (MGNA) Distinction Award in the category of Administration. Patty was nominated by her colleagues who were clear Patty has been instrumental in the implementation of resident-focused

care in collaboration with family and team (known as relationship-based care). Her commitment to gerontological care and nursing has impacted and inspired many.

Patty will receive her award at MGNA's AGM on May 24 – after her retirement on April 29. We'll miss you, Patty.



INTRODUCING...



Cathy-Anne Cook!

Cathy-Anne is joining Misericordia in the role of Corporate Administrative Assistant. She is bringing a surprising combination of education including a Health Care Aide certificate and a Business Administration Certificate. She is currently

in school as well spending a couple evenings a week at the Red River College Campus working on her Graphic Communications Certificate and a Software Development Certificate.

Prior to joining us she has worked for the Royal Winnipeg Ballet, ColonCheck MB, and most recently MB Hydro.

When she's not busy at work or school, she's renovating her new house or reading books from the CBC Canada Reads short lists.

On behalf of everyone, we'd like to welcome her to the Misericordia Family.

RETIREMENTS / NEW HIRES

RETIREMENTS:

Joan Carter
Registered Nurse II
Health Links – Info Santé

Corinne Savoie
Clerk Typist II
Purchasing

Loretta Carpick
Registered Nurse II
Operating Room

Sharon Harrold
Stenographer II
BreastCheck



NEW HIRES:

Jovany Bercero
Health Care Aide
Float pool

Marichel Cipriano
Health Care Aide
Float Pool

Robert Conner
Registered Nurse II
Urgent Care

Cathy-Anne Cook
Admin Assistant
Corporate Office

Kristine Dueck
Unit Clerk
Cornish 6

Megan Esslinger
Health Care Aide
Prime

Renee Girouard
Health Care Aide
Misericordia Place Level 2

Eyorsalem Hintsu
Health Care Aide
Float Pool

Mercedes Johnson
Health Care Aide
Prime

Akberet Mebrahtu
Health Care Aide
Float Pool

Denise Miedema
Physiotherapist
Rehabilitation Services

Maureen Smith
Health Care Aide
Cornish 2

Billy Teodocio
Health Care Aide
Prime

Adhanet Zerehaimanot
Health Care Aide
Float Pool

INTERFAITH CALENDAR

April 14	Baisakhi - Sikh Hindu start of the New Year. Greetings that wish good life in coming days are exchanged. In Sikhi the day commemorates the founding of the Khalsa, a distinctive Sikh brotherhood.
April 21	First Day of Ridvan - Baha'i Baha'i commemoration of the 12 day period in 1863 when Baha'u'llah declared that he was God's messenger for this age. Work is to be suspended on days 1, 9, and 12 of the festival.
April 22	Hanuman Jayanti - Hindu Hindu celebration of Hanuman who was an embodiment of Lord Rama. Devotion and selfless work are encouraged.
April 22-30	Theravadin New Year - Buddhist
April 23-30	Pesach (Passover) - Jewish Jewish 8-day celebration of the deliverance of the Jews from slavery in Egypt. The story of the Exodus is recounted, and the ongoing struggle of all peoples for freedom from internal and external tyranny is celebrated. A special meal is a central feature. Also called Pesach.
April 24	Palm Sunday - Orthodox Christian Christian celebration of the entry of Jesus into Jerusalem. The day begins Holy Week. It is observed by worship celebrations and parades using palm branches.
April 30	Mahavir Jayanti - Jain Jain festival honoring Lord Mahavira on the founder's birthday. Shrines are visited. Teachings are reviewed and reflected upon.