



MISERICORDIA
Health Centre
The future of care

FEBRUARY 2017

Life @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

- President's Message.....1
- Engagement Survey.....2
- Recreation Therapy.....3
- DaD Research Project....4



PRESIDENT'S MESSAGE: BLIZZARD NO MATCH FOR MHC DEDICATION



Every winter, Plant Services updates its list of staff that have 4x4s/all-terrain vehicles and would be willing to volunteer with driving in the event of a city-shuts-down snowstorm.

Most years, this is just a practice exercise, a "just in case" request.

Not this year! Cast your minds back to Boxing Day. While most Winnipeggers hunkered down

during the blizzard, our front-line staff still needed to get home from MHC and to get to work.

The powerful storm with strong winds, including up to 33 centimetres of snow, reduced driving visibility to almost zero and closed numerous highways.

This is where the Plant Services list comes in. Several of our staff with all-terrain vehicles ferried their colleagues around the city to ensure continuity of care.

In Health Links – Info Santé, for example, only one nurse out of eight managed to make it to work on Boxing Day due to the extreme weather. With the help of staff who volunteered to drive, that number went up to five. It's an understatement to say these nurses are essential services: they are responding to health crises.

Extraordinary Stories

I have heard many other stories about our staff going above and beyond during this storm. Different staffing clerks stayed overnight on Christmas Eve and on Christmas Day – in anticipation of the storm – as they knew it would be a difficult time for coverage in so many areas of MHC.

I also know many staff left their houses hours and hours before their shifts in an attempt to get into work on time. And I'm sorry some staff were stranded in their attempts to get to work.

Mission Moment

This is a Mission Moment to me, where our staff lives our Mission of compassionate care. Volunteering their time, during a holiday day no less, makes me so proud and humbled

to be President and CEO of Misericordia.

Our AON Hewitt engagement survey results demonstrate that MHC has an outstanding reputation and family culture. Coming together to help one another during the blizzard is just another example.

Thank you to each and every one of you who contributed with storm contingency plans.

And please consider signing up for the 4x4 list in 2017; we can always use more drivers!

Rosie Jacuzzi
President & CEO



Join us for the 2017 Misericordia Health Centre Gala!

April 8, 2017 at the RBC Convention Centre

A fun evening including a WestJest ticket raffle, live and silent auctions, photo booth, dinner, drinks and dancing to the Danny Kramer Band!

Tickets are \$200 each and are available from the Foundation office.



February is Cupcake Month at Pinky's Bakeshop!

MHC Foundation is proud to be the charity of choice for Pinky's Bakeshop for the month of February.

Net proceeds from every Strawberry Love Cupcake sold at Pinky's Bakeshop, 439 Stradbrook, during the month of February will be donated to the MHC Foundation!

MISERICORDIA PLACE DOORS

By Shannon Chartrand, Director, Long-Term Care Programs

A few months ago a family member of a Misericordia Place resident asked me why the front doors at Misericordia Place were not locked during daytime hours. I explained that I was unaware of any specific reason why the doors were not locked and assured them that I would bring her question forward for further

discussion. As a Long-Term Care Program we have a commitment to provide excellent care in a safe space for the residents, families, visitors and staff; this question has pointed us, more firmly, in that direction.

For the last two months the front doors and the parkade

link doors have been locked 24 hours. We have received a lot of feedback regarding this change, the majority of which has been positive and supportive, from staff members and visitors. I would just like to say thank-you for the question that led to such a positive change here at MHC.



ENGAGEMENT SURVEY: WHAT'S NEXT?

We finally have the detailed results of the AON Hewitt's engagement survey! Here's a summary of the results and next steps:



Great participation

We asked for more participation in this engagement survey, and we got it! Thank you! Two thirds of staff who work at Misericordia filled out the survey (65 per cent). **High engagement**

MHC's engagement score was 70 per cent. That means 70 per cent of staff who answered the survey are engaged! What is engagement? Staff who are engaged say great things about MHC, want to stay working at MHC with us and strive to do their best work.

That's the highest engagement score in hospitals similar to us in Winnipeg. To give you an idea of how good that is, the

average engagement of the 700 Canadian organizations surveyed by AON Hewitt is 49 per cent.

Engagement range

The survey categorizes staff into four groups:

1. Highly engaged
2. Moderately engaged
3. Passive
4. Actively disengaged

If faced with adversity, like a challenging situation, the highly engaged staff tend to be the most resilient, while the "moderately engaged" group can move down into the "passive" category.

The good news is that the passive staff are the most engageable, or reachable. These staff can become engaged again with coaching.

Unfortunately, actively disengaged staff are very difficult to change.

Fortunately for MHC, the large majority of our staff are in the engaged categories!

Satisfaction scores

What's interesting is the things staff are least satisfied with are not necessarily the things that are most important to them. For example: many staff are not

satisfied with how much they are being paid, but are more concerned about other factors that could improve the quality of daily work life!

The three top reasons – known as "engagement drivers" – that show staff are "satisfied" at MHC are:

1. Work tasks – staff like the job they are in. This driver has always been our highest: this year a whopping 81 per cent of staff said they like their work tasks
2. People/HR practices/MHC culture
3. Brand

MHC's culture and brand are closely tied together. Staff feel they work in a supportive, caring and ethical environment. Surveyors said they'd never seen evidence of such a tangible culture with so many positive comments from staff, many describing MHC as an extended "family."

The three lowest engagement drivers were:

1. Pay – which is mostly beyond our control
2. Career opportunities
3. Recognition

Career opportunities can certainly be limited in a smaller organization, although managers should be discussing other educational training and positions that staff may not be aware of, such as research or special project opportunities.

Recognition is tied closely to manager effectiveness. Are managers making employees feel valued? Are staff acknowledged, listened to and enabled to do their jobs?



Next steps

We know survey results are only valuable if they are acted upon. We asked for your feedback, and we will definitely act on it! Managers will be developing action plans and addressing areas that require improvement. Action plans are then shared with senior leadership to ensure accountability. If you have any questions about the survey and action plans, please ask your manager.

INTRODUCING...

AMBER DUNCAN, RECREATION THERAPY INTERN

By Cathy-Anne Cook, Corporate Admin.

A few days ago I walked into the Great-West Life Solarium on the seventh floor of MHC and was instantly in a state of joy and calm. Joy brought on by the sight of Volunteers, Recreation Facilitators and residents of Interim Care participating in Horticulture Therapy and calm brought on by the scented oils perfuming the room during this activity. My purpose for going upstairs was to meet with Amber Duncan, Recreation Therapy student of Douglas College in B.C. who has come to MHC for the final internship of her four year degree.



Amber grew up in Hope B.C. and moved to Vancouver for university. While at Douglas College she met her boyfriend, a commercial pilot who is from Winnipeg; though this, and having family here, was only a part of why she chose Winnipeg for her internship. She told me that once she

started looking into the Recreation department at MHC and Ellen Locke, MHC's Recreation Manager, she knew this is where she wanted to be. Ellen took this time to comment on Amber's program being Recreation Therapy while the University of Manitoba program is just Recreation, this was a big plus when agreeing to this internship.

When I asked her why she got into Recreation Therapy she told me she originally wanted to be a personal trainer but wasn't very excited about the hours and started looking for something a little more stable. Her love of fitness and overall well being guided her search towards Recreation Therapy. Amber's hobbies of drawing and cooking also lend themselves well to Recreation Therapy where she can enjoy those activities with the residents.

Amber will be with MHC as an intern until April working at recreation activities with the residents. Her focus here will be with doll therapy and the Music and Memory program. She is nearly finished her four year program and still likes that Recreation Therapy lets her help people feel good.

February is... Recreation Therapy Month!

Check M-NET and Social Media for up-to-date information on public displays and events.



SICK OF BEING SICK

By Kelly Harris, Recreation Facilitator, C5

As anyone knows, being sick is no fun. You can start feeling sorry for yourself and you just want to get back to doing the things you enjoy doing. It is no different when a resident in MHC's Long-Term Care Program gets sick, they feel the same way.

Recently illness outbreaks took place in both Interim Care and Misericordia Place and as per Infection Control Policy, when we experience an outbreak of any kind, we cancel large group programs to reduce the spread of the illness. This can make for some very long days; days when you don't have the opportunity to socialize or exercise with others.

In the Recreation Department we strive to provide programs that care for a person's physical, emotional, social and cognitive well-being. During an illness outbreak we accomplish this through one-on-one visits, pet visits and Music and Memory but now that the outbreaks have been declared over the Recreation Department can go back to providing the group programs that our residents look forward and enjoy coming to.



NEW HIRES

Paulette Walker
Stenographer II
BreastCheck

Loessa Klassen
Team Leader
Health Links – Info Santé

Lindsay Kline
Registered Nurse II
Health Links – Info Santé

Jensen Butac
Registered Nurse II
MP 3

RETIREES

Debra Dumas
Health Care Aide
Cornish 5

Reynaldo Gonzales
Health Care Aide
MP 2



Mission Moment

By Cathy-Anne Cook, Corporate Office Assistant

In December I went home sick half-way through the morning. While I was waiting for my dad to pick me up, I don't drive and even if I did I was not well enough to do so safely, one MHC staff member, you know who you are, saw me and offered to drive me home. When I informed them that I had a ride on the way they assured me that in the future, if I'm ever sick and don't have a way home, I should call them and they will make sure that I get home safe. This staff member also checked to make sure I was well enough to be at work when I came back a couple days later.

It is moments like this that make me proud to say that I am a part of the MHC Family; this was caring, this was family.

DIAL-A-DIETITIAN RESEARCH PROJECT

By Brian Klos, Director, PHCC



Starting Monday, February 6, four students from Human Nutritional Sciences at the University of Manitoba will be on site conducting a Dial-a-Dietitian research project. For the month, students will be on site administering a call-back survey to participating Dial-

a-Dietitian callers. The purpose of this project is to investigate the following research questions:

(1) How does Dial-a-Dietitian influence the diet and lifestyle of Manitobans who utilize the service? and (2) What is the client experience and satisfaction level with the Dial-a-Dietitian program ?

Please join me in welcoming: Anat Knyazher, Amy Marshall, Katrina Cachero and Halee Pachal, to the centre.

SHROVE TUESDAY

Shrove Tuesday is February 28, 2017
Please check M-NET for updates regarding events at MHC.



FLU REMINDER

Flu shots are available for staff in the Occupational Health Office on Tuesdays and Thursdays from 10 a.m. - 2 p.m.

Please stay at home if you are feeling ill. This helps to stop the spread of infection.

SOUL SISTERS PLAYING AT CINEMATHEQUE

Winnipeg Film Group's Cinematheque has offered all MHC staff discounted admission to Soul Sisters. Just show your MHC nametag at the box office for \$6 admission to the documentary.



MHC Staff Price \$6
Regular Admission \$10

Show Times:

February 10 – 7 p.m.

February 11 – 3 & 7 p.m.

An intimate glimpse into the lives of the Catholic Sisters of Manitoba, this documentary is a testament to the deep and permanent imprint they have left and continue to leave in our communities. Stories of the sisterhood and their groundbreaking work for social justice are laced with humour, feminism and compassion.