

Misericordia Health Centre
Report to the Community 2006-2007



MISERICORDIA
Health · Centre

About Misericordia Health Centre

Misericordia Health Centre has been providing quality faith-based care to Manitobans since 1898. As our communities' needs have changed, we have changed to meet those needs.

Today, Misericordia plays a critical role within the Winnipeg Regional Health Authority. We offer a diverse range of health-care programs – everything from walk-in urgent care to Misericordia Place, our 100-bed personal care home. People who need eye or dental surgery, have broken an ankle or are living with a respiratory illness come to Misericordia for specialized care.

Our approach to care is inspired by our Founders, the Sisters of Misericordia. We provide holistic care: multi-disciplinary staff and volunteers attend to the medical, physical, emotional, social and spiritual needs of each person.

As an evolving research and teaching centre, Misericordia is proud to be affiliated with various educational organizations, including the universities of Manitoba and Winnipeg. Our specialist physicians, nurses and therapists – some of whom hold joint university appointments – provide patient-centred care and conduct research while giving future health-care professionals hands-on training.

Misericordia Health Centre is an accredited non-profit organization governed by a volunteer Board of Directors and affiliated with the Archdiocese of Winnipeg.

Our directors use their collective expertise to translate the motto of the Misericordia Sisters – *compassion of the heart for those in need* – into advocacy for the health-care needs of the communities we serve.

Our Mission

To offer accessible, quality health care to those in need in accordance with the Catholic tradition of ethical and spiritual values.

Our Vision

As leaders in the community, we will make a difference in people's lives with caring, compassion and innovation.

Our Values

Caring • Respect • Trust



To us, Misericordia is an innovative and quality organization that continuously evolves to meet the needs of our changing health system. Our compassionate care – for patients, residents, staff and visitors – will always be guided by the Mission of the Misericordia Sisters.

- Mr. Laurie Finley and Mrs. Rosie Jacuzzi

Redevelopment just became a tangible reality at Misericordia.

The Honourable Theresa Oswald, Minister of Health, was here in April to announce an investment of \$17.5 million for us to expand on our existing programs and add new ones.

“This investment is very good news for Misericordia, for the community it serves and for all Manitobans,” said Oswald.

We couldn't agree more. This announcement clarifies our strong role – and solidifies our future – in health care delivery in Manitoba.

With this funding, we'll not only be able to renovate existing space, but also to replace our aging Maryland South and Sherbrook buildings with a purpose-built new complex.

Our Eye Care Centre of Excellence will expand and have a new home, including space to eventually house an ophthalmology residency program.

Also relocating are Diagnostic Services, which will include a new diagnostic imaging centre and laboratory services.

Complementing our existing programs will be a sleep disorders centre, a renal dialysis centre, chronic-care and emergency respite units, and the Program for the Integrated and



Managed Care of the Elderly (PRIME) program.

All of this would not be possible without our Foundation's commitment to raising \$5 million to add to Manitoba Health and the Winnipeg Regional Health Authority's investment of \$12.5 million.

It's such an exciting time at Misericordia Health Centre. We've been working closely with the Winnipeg Regional Health Authority to develop a much stronger partnership between the region and our health centre.

This year we were also proud to unveil our new refurbished Urgent Care area, complete with warm natural light, a children's play space, relaxing café area, colourful fish tank and other features for the comfort of our patients. And soon we'll be renovating again.

It seems like we've been waiting a long time for redevelopment, but now that it's here it's going to happen fairly quickly. We're currently working with architects to develop conceptual drawings. The entire project will take three to five years, with construction starting this fall.

It seems the old adage *the only constant in health care is change* is true. And we wouldn't have it any other way.

Here at Misericordia, we look forward to a vibrant future as a leading provider of diverse and innovative faith-based health care.

Board of Directors

The volunteer members of our Misericordia Health Centre board are responsible and accountable to the community, the Winnipeg Regional Health Authority and the government of Manitoba for delivering high quality faith-based care to our patients and residents while ensuring the best use of financial resources.

Our board members make an invaluable contribution to Misericordia, and we are most grateful for their commitment and leadership.

2006-2007 Board Membership

Mr. Laurie Finley, Chair
Mr. Don Lussier,
Vice Chair
Dr. Doug Kisil, Secretary
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Archbishop's
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Mr. David P. Negus
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Mr. Walter Skakun
Ms. Claire Sumerlus
Mrs. Claudia Weselake

Our Foundation Board Chair and Executive Director say ...

To us, Misericordia represents what health care has always strived to be – personal. Combine that personal touch with a passion for being the best at what we do... that's Misericordia.

– Gary Brown and Kevin Hunter

Year after year, our donors continue to amaze us with their incredible generosity towards Misericordia's vital programs.

Through our donors' giving and visionary spirit, the Misericordia Health Centre Foundation is able to provide financial support for continuous enhancements to the care we provide to the people of Manitoba.

Misericordia's revolutionary Urgent Care Centre is currently serving close to 40,000 patients each year. And our Eye Care Centre of Excellence, the largest surgical and treatment centre of its kind in Western Canada, is an integral part of Manitoba's health-care system. Neither of these centres would have been possible without donor support.

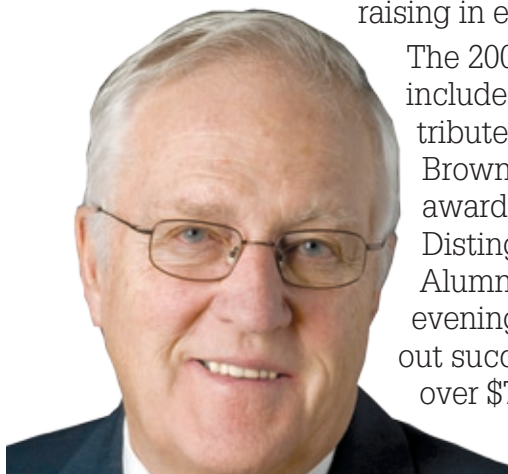
We're proud to say that gifts made to Misericordia make a huge impact in our patients' lives.

Flagship events

Our annual Holiday Care Tree Appeal – highlighted by Misericordia's Angel Squad overtaking the Maryland Bridge and urging motorists to offer a holiday gift – is a fantastic way to welcome in the New Year, raising in excess of \$35,000.



The 2007 Angel Ball included a wonderful tribute to Mr. Don Brownell, who was awarded the 2007 Distinguished Alumni Award. The evening was a sold-out success, raising over \$70,000.



New campaign en route

Our donors' devotion to Misericordia is heartwarming and motivating as we look forward to launching a new fundraising campaign in 2007-2008 in support of the long-awaited redevelopment of the Misericordia Health Centre.

The Foundation's commitment to ensuring this project's success is substantial, but we know that with the people of Manitoba behind us that we will achieve our goal. We look forward to unveiling to the people of our province the exciting advancements that will be a part of this new chapter in Misericordia's history.

Misericordia Golf Classic

Viewed by many as the premier charitable golf tournament in the province, the Misericordia Golf Classic has raised a remarkable \$900,000 in 18 years to support enhanced patient care for Manitobans.

This year's tournament - presented by Canadian Tire on July 18, 2007 at Pine Ridge Golf Club - raised an impressive \$87,000 with unprecedented support from our sponsors and participants.

It's just one more example of how our community is making a direct impact on health care in Manitoba.

A special thank you to our sponsors:

Title Sponsor - Canadian Tire

Ace Sponsor - Paul's Hauling Ltd.

Eagle Sponsors - Aramark, Lexmark, Mackenzie Investments and Waterite Technologies

Birdie Sponsor - The Fort Garry Hotel



Misericordia Golf Classic

presented by:



WINNIPEG

Buhler gift benefits Eye Care Centre of Excellence

John Buhler's ears perked up one day when he heard the words "macular degeneration" on the radio.

Having trouble with his own eyes, he turned up the volume to learn more about this eye disease.

Dr. Mathen Mathen, an Ophthalmologist at Misericordia Health Centre, was discussing having to send Manitoba patients to Alberta to have their eyes treated for macular degeneration.

When John heard that, he felt frustrated. So frustrated, he and his wife Bonnie decided to donate half a million dollars to the Misericordia Foundation to buy the camera, laser and equipment needed to treat people in Manitoba.

"Quite frankly, I was mad," recalls John. "It seemed silly to send patients, along with someone to accompany them, to Alberta.

"That's two plane fares, hotel rooms ..." John's voice, still edged with a trace of frustration, trails off. "I got on the phone and offered them a camera."

It was a phone call Dr. Mathen couldn't have been more pleased to receive.

"The camera and laser have made an incredible difference in the way we deliver health care and treat eye disease," says Dr. Mathen. "It puts us on a level playing field with eye therapy facilities anywhere in North America."

According to Dr. Mathen the benefits of the new camera are endless and patients are no longer being sent out-of-province. The camera is an impressive 10 mega-pixels, it is wheelchair accessible and technical services are immediately available in Winnipeg versus sending equipment to the United States to be fixed.

Most importantly, the camera has helped to significantly reduce wait times at the Misericordia's Eye Care Centre of Excellence. Patients are now seen within a week of referral.

John and Bonnie are pleased the camera is getting so much use. Coincidentally, Bonnie's own mother had her eyes



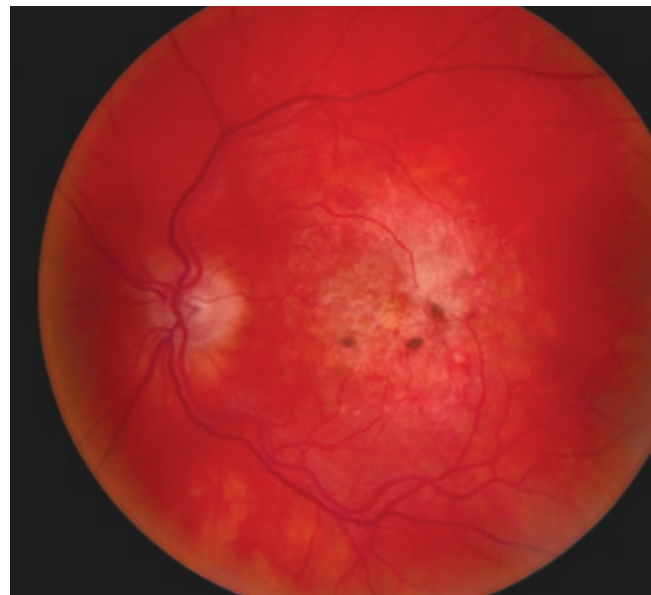
Philanthropists John and Bonnie Buhler with Dr. Mathen (centre) pose beside the donated camera.

photographed with the new camera.

John says Dr. Mathen is "a busy man" who works too hard. Somewhat ironic, as John still hasn't had time to get his own eyes checked with the camera he donated.

For his part, Dr. Mathen remains pleased John was listening to the radio that fateful day and is grateful for the Buhler's continued support to Misericordia's Eye Care Centre of Excellence.

The Buhlers downplay their generous gift to the Misericordia Foundation: "I've done a lot of things out of frustration," John says with a smile, "and look how well this turned out."



This picture, taken with the camera donated by the Buhlers, shows the fine details of an eye with advanced macular degeneration.

2006-2007 Foundation Board Membership

Gary Brown, Chair
Hymie Weinstein, Q.C.,
Vice Chair

Keith G. Findlay, Past Chair
Kingsley Bowles

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Treasurer

Dr. Stephen Coyle,

Medical Representative

Misericordia's Programs – A Snapshot

Our diverse health-care programs operate within a multi-disciplinary framework; programs are supported by a vast array of services – including pharmacy, social work, nutrition, recreation therapy and much more.

Eye Care Centre of Excellence

This dynamic program - including 14 in-patient beds - is the largest comprehensive surgical and treatment program in Western Canada. We perform over 8,000 eye surgeries annually, including corneal transplants. Over 18,000 patients are seen in the ambulatory eye clinics for assessments and treatments, including the new Avastin injections – an innovative way to treat macular degeneration. We're also home to the Lions Eye Bank of Manitoba and Northwest Ontario.

Pediatric Dental Surgery

Children over two years of age come to us to have their teeth repaired – so they can eat, sleep and just be kids again! We perform over 900 pediatric dental surgeries a year.

Urgent Care Centre

We were the first urgent care centre in Canada, specializing in non-life threatening medical emergencies.



Almost 40,000 people walk through our doors every year. Whether you've broken an arm, your baby has a fever or you are living with mental illness, we're here to help.

Ambulatory Care

This diverse out-patient program includes rehabilitation services such as physiotherapy, occupational therapy and Easy Street - a unique mini-community where our patients can practice activities of daily living like banking and shopping. Our ambulatory clinics include: cast, wound and footcare, peripheral vascular disease and minor surgical procedures.

Misericordia Health Care for Lungs (MHC for Lungs)

Short of breath? The MHC for Lungs program is designed for people with lung conditions such as emphysema, chronic bronchitis or asthma. We'll teach you about your disease, how to live with it and how to improve your quality of life.

Diagnostic Imaging Services

If you need an X-Ray, a CT scan or ultrasound, we're here for you. Diagnostic imaging also includes a cardiology service and incorporates the Winnipeg outpatient location for the Manitoba Breast Screening Program.

Laboratory Services

Our laboratory services - operated by Diagnostic Services of Manitoba - provide a vital link to surrounding community clinics and to all of Misericordia's programs. If you visit our Urgent Care Centre, for example, laboratory staff will draw your blood, perform the test and report the results to Urgent Care.



Long-Term Care

Misericordia Place is a 100-bed warm and inviting personal care home, providing quality care 24 hours a day. We also specialize in interim care, providing a comfortable home-like environment for 150 residents who are waiting to get into the personal home care of their choice.

Provincial Health Contact Centre (PHCC)

Misericordia is home to over 20 inbound and outbound calling programs – handling over 350,000 calls a year – including the Breast-feeding Hotline and our flagship Health Links-Info Santé, where nurses provide bilingual health information and advice. Call 788-8200 Winnipeg or 1-888-315-9257 toll-free, any time – night or day.

Carole's story

At age 42, Carole Laurin was in perfect health – or so she thought.

She ate well, exercised, didn't smoke, visited her family doctor for annual check-ups and pretty much did everything by the book.

But one evening the elementary teacher experienced sudden spasms on the left side of her body and couldn't move her arms or legs.

Carole's husband called 911.

In the emergency room she received the clot-busting drug Tissue Plasminogen Activator, which she credits with saving her life.

This day, September 29, 2004, is forever etched in Carole's mind: the day she had a stroke.

"There were warning signs," she says, "But I didn't really know them. And thinking, 'I'm young. I'm healthy,' I ignored them."

The stroke left her hemiplegic, or paralyzed on the left side of her body.

"It was tough on my family," she says frankly. "I couldn't drive; I couldn't do a lot of things." Her 16-year-old son took it

hard. And while her 6-year-old daughter initially enjoyed treating mommy like a doll and applying make-up, the novelty soon wore off.

Her recovery journey can be recounted in increasing increments of two: two months in a hospital, four months in a wheelchair and six months walking with a cane.

"At first I was just in survival mode," she says matter-of-factly. "Then I began looking for an outpatient program with more than one treatment option."

daily basis."

Misericordia's Easy Street team takes a multi-disciplinary approach to assessment and treatment. Care is patient-centred, with patients setting their own goals.

This method was a recipe for success for Carole.

"I'd been told I'd probably never be able to use my left hand again," she recalls. "With persistence and determination, the Easy Street staff helped me make it functional."



Carole practices putting fruit into a grocery bag at Easy Street.

In January 2005, she came to Easy Street. And never looked back.

Easy Street, located at Misericordia Health Centre, is a unique rehabilitation environment where patients practice independent living skills after a life-impacting health change.

Easy Street is literally a re-creation of a community street – within the walls of Misericordia – that includes a bank, a putting green, a car and gas pump, a restaurant, a grocery store, and so much more.

For Carole, the Easy Street ambulatory care program was a good fit.

"I feel so fortunate to be able to come here," she says, practicing putting fruit into a grocery bag. "The knowledgeable therapists help me problem-solve the physical challenges I encounter on a

The Easy Street team works in partnership with patients to regain community living skills, increase independence and improve quality of life.

Through the Easy Street program, Carole is seen by a physiotherapist and an occupational therapist. Her treatment includes therapy sessions in the Misericordia pool.

Carole has also consulted with a social worker and a dietician. In addition, a speech and language clinician is available to Easy Street patients.

Carole can't heap enough praise on the Easy Street team, as she continues along her self-described long road to recovery:

"If it wasn't for the commitment of the staff at Easy Street, I wouldn't be walking today or moving my hand."

To me, Misericordia is a place people cherish. It is frequently said, “I had my children here,” or “My father died here.” The comments always end the same: “They took such good care of us.”

- Father Vince Herner

Spiritual care is imbued in all we do at Misericordia – from prayers before meetings to blessings at significant events to celebrating the incredibly compassionate care our staff provide to our patients and residents.

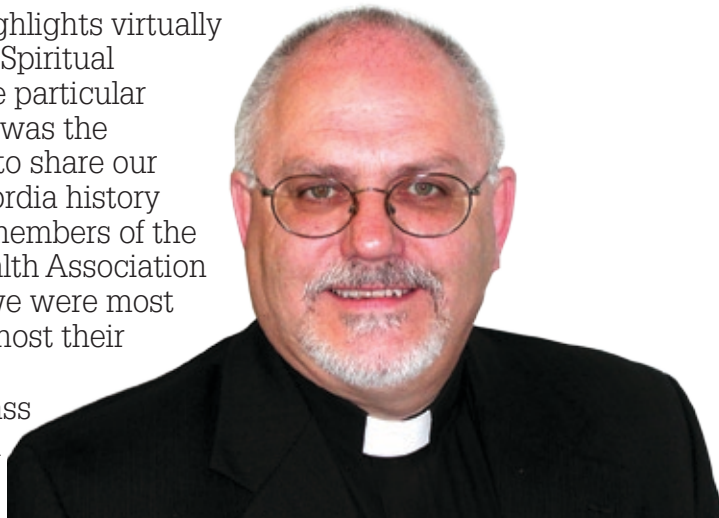
Our spiritual care providers engage residents and staff in so many ways: faith-sharing groups, bible study, religious services and individual visits, just to name a few. These activities provide our residents, especially those in interim care, with a unique opportunity to connect with or rekindle their faith as they prepare to relocate to a personal care home.

“He [the spiritual care provider] puts everything in order. When I see him, I know everything will be OK.”

– June Lebarge, interim care resident on Riverside Lane

We couldn't touch as many people as we do without the generous help of our volunteers, who not only escort our residents to chapel but also make them feel at ease with jokes and news from the outside world.

We have highlights virtually every day in Spiritual Care, but one particular joy this year was the opportunity to share our rich Misericordia history with board members of the Catholic Health Association of Canada; we were most fortunate to host their meeting and celebrate mass with them in our chapel.



All faiths celebrated

Misericordia Health Centre's mission is to offer accessible, quality health care to those in need in accordance with the Catholic tradition of ethical and spiritual values.

Our history is certainly Catholic, but we celebrate all faiths here at Misericordia.

Recognizing the multi-faith and multicultural dimensions of our staff, patients and residents, every month Spiritual Care posts a calendar of religious feasts, festivals and holidays of major world religions. Not sure when Ramadan is this year? World Day of the Sick? How about Passover? We'll let you know!

This year we also celebrated our diversity by holding our first ever *Festival of Bread*, where staff shared breads from their different cultures and traditions.

As Spiritual Care sees it, every staff member is a unique ingredient in the recipe for Misericordia faith-based care!

Ethics: walking the talk

Spiritual care and ethical decisions walk hand in hand. And ethical questions spring up all the time in health-care settings.

To foster ethical reflection among our staff, the Misericordia Ethics committee offered provocative educational sessions. We encouraged staff to ask themselves questions such as, “Do I try to explore what my patient's *personal wishes* are as part of his/her care?” and “How do I balance the resident's preferences with things like *lack of time*?”

We were honoured to reach beyond Misericordia and share our ethics ideas at the 2007 Catholic Health Association of Canada's conference.

Mary's story



Mary LeClair, a Misericordia Place resident, has a special connection to the Misericordia Health Centre: she was married in our St. Luke's Chapel.

How she came to be married in a hospital chapel is an interesting story ...

In 1945, Winnipegger Art LeClair arrived home after volunteering in the Japanese war to search for his childhood sweetheart - Mary.

Turns out she was in Misericordia General Hospital with a bad case of poison ivy.

He proposed. She accepted. And the pair were married a week later in Misericordia's St. Luke's Chapel.

“The nuns were on the balcony watching,” recalls Art. “They even made our wedding cake.”

In September 2007, 62 years later, the pair renewed their vows in the same chapel with Misericordia's Chaplain, Father Vince Herner, presiding.

To me, Misericordia has provided and continues to provide a solid foundation for people to learn, grow and move forward.

- Sandy Bell

Across Canada, patient safety is emerging as a key health-care issue. At Misericordia our culture of honesty, trust, respect and open communication has always facilitated safe patient care.

Here are just a few of the ways we are making safety a top priority:

24-hour phone line

This year the Provincial Health Contact Centre implemented the 24-hour critical incident phone line, new to the Winnipeg Regional Health Authority. This regional initiative encourages staff, patients and families to report critical situations, such as a patient who has fallen and may have fractured a hip.

It's safe to ask

The Manitoba Patient Safety initiative, *It's Safe to Ask*, encourages patients and families to enhance the safety and quality of their health care by asking a health-care professional these three questions:

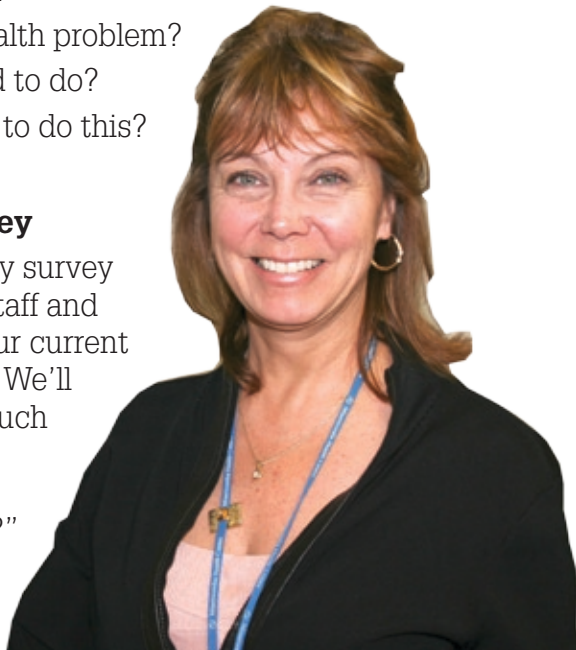
What is my health problem?

What do I need to do?

Why do I need to do this?

Patient safety survey

Our new patient safety survey will be circulated to staff and managers to assess our current patient safety culture. We'll be asking questions such as, "What do you do in your daily work to ensure patient safety?" We're always looking for ways to improve our patient safety.



Focusing on falls

Research has shown seniors who live in long-term care settings are not receiving proper vision care, primarily because they don't have access to these services.

Poor vision is one of the leading causes of lost independence among older people. And with poor vision, comes the risk of falls and possible fractures.

Here at Misericordia, we are working hard to do something about it! Our *Focus on Falls Prevention* project is now in its second phase, offering free on-site vision care services to residents considered at high risk for falls.

The project's goal is to improve residents' quality of life and decrease the risk of falls and fractures.



Accreditation

The Canadian Council on Health Care Accreditation is surveying seven programs and teams at Misericordia on November 5, 2007.

Accreditation is a voluntary process for health-care providers across Canada; it is just one of the ways we compare ourselves to our peers, and are accountable to our communities.

Within the accreditation process, our patient safety standards are assessed. One patient safety goal, for example, is infection control.

One way Misericordia supports infection control practices is by educating patients, residents, visitors, volunteers and staff about the importance of hand washing.

Frequent hand washing has been proven to be the single most important way to prevent the spread of infection.

Nursing Practice Council

Misericordia's Nursing Practice Council offers nurses an opportunity to be more fully informed, be involved, be a role model and have a voice - especially where patient safety is concerned - in addressing nursing priorities at Misericordia.

To me, Misericordia means a family who cares not only for its patients and residents - but equally for its staff and surrounding community.

- Dr. Stephen Coyle

Research, it is often said, is where medicine hits the road. At Misericordia, we take research very seriously because it allows us to study ways to improve the quality of life of our patients and residents.

Our researchers study everything from improving vision for the elderly to post-operative complications.

Right now most of our projects are investigating innovative and potentially life-saving medications. As well as improving quality of life, we aim to prevent unnecessary hospitalizations and prescribe safer medications.

Before any projects begin, though, our research review committee approves research proposals. The committee addresses any ethical concerns and ensures the research

projects are in accordance with Misericordia's faith-based values before granting approval.

CMO research projects

EXUBERA: This study examines inhaled insulin – a drug that is already approved in Canada – for people with type 2 diabetes, which affects one in eight of our clients at Misericordia.

PRECISION: This research project compares the effectiveness of arthritic drugs in patients with osteoarthritis or rheumatoid arthritis.

ROCKET: This project investigates the benefits of a new anticoagulant (blood thinner) that may replace older anticoagulants and reduce the need for patients to come to health centres for blood tests.



Gerry's story

How a life can change overnight.

Last October Gerry McDonald was at the lake, closing up her cottage after a lovely summer when she suddenly began coughing up blood.

A respiratory therapist by trade, Gerry knew to be concerned.

Gerry headed to Misericordia Health Centre's Urgent Care, where her lungs were immediately X-rayed.

The diagnosis: as feared, was not good. Gerry had a tumour in her lung.

"It must have been so difficult for the physician to give me the news," she says. "I was impressed by the caring and compassion of all the Urgent Care staff."

Within two weeks, Gerry had a referral to a surgeon and was back at Misericordia for a CT scan.

"I needed a scan before I could have surgery," she explains. "Misericordia staff worked so hard to get me in to the surgeon and for a scan – they knew I needed help.

"I really appreciated being able to keep being me. I was able

to get things together in my own life, like bake Christmas cakes," she says with a laugh. "Perhaps if I'd gone to another hospital, I might have been admitted and could have had to stay in hospital longer."

Gerry had her upper right lung removed, including the malignant tumour, at Health Sciences Centre.

"It's been hectic," she says, describing her months of scans, scopes and bloodwork. "But I'm fine."

After a lengthy recovery she's back on track, still having some shortness of breath, but looking forward to starting work again.

For now – she's grateful for her health and enjoying precious time with Jennie, her new granddaughter.



To me, Misericordia is about the people who work here. They are true to our core values of caring, respect and trust.

– Laverne Sturtevant

This year we were proud to launch the Misericordia Elder Sensitive Approach (MESA), a geriatric nursing program designed to implement nursing changes to benefit older patients and residents. Our vision is to implement elder

sensitive evidence-based care while working closely with other Winnipeg Regional Health Authority facilities.

With MESA, we hope to achieve: enhanced staff knowledge in the treatment of common geriatric issues; greater staff, patient and resident satisfaction; and enhance interdisciplinary team relationships.



Wendy's story

For the past two years Wendy Provins has been keeping a journal she calls "M'eye diary." An apt name, considering it's a record of her loss of vision and subsequent recovery.

One diary. Two years. Thirty doctors.

In September 2005, Wendy woke up one night to discover the vision in her right eye was blurry.

And so began a dizzying series of visits to walk-in clinics, her family doctor, optometrists and ophthalmologists' offices in a quest to discover what was wrong with her sight.

"I began seeing little rays of light from anything bright, like the TV screen," explains Wendy. "At night it was overwhelming; everything looked like fireworks."

The blurriness eventually extended to her left eye.

The eye appointments continued with no real diagnosis, although Wendy learned her lenses – the transparent structure inside the eye that focuses light rays onto the retina – had become loose in both eyes.

In April 2005 Wendy attended her grandmother's funeral, where she learned two of her great aunts had had Marfan Syndrome. This hereditary disorder affects the body's connective tissue - including the eyes. "To this day, my family doctor says I diagnosed myself," says Wendy, who has self-studied the disorder thoroughly.

Wendy was referred to Dr. Stephen Brodovsky, an ophthalmologist specializing in eye diseases at Misericordia's Eye Care Centre of Excellence in June, 2005.

"He said, 'It's definitely something, possibly Marfan,'" recalls Wendy. "'Whatever it is, I'll be able to fix it.'"

It was a new challenge for Brodovsky, but true to his word, he did fix Wendy's eyes.

Dr. Brodovsky wanted to try a new technique for patients with dislocating lenses.

Conferring with specialists across Canada, Dr. Brodovsky decided on a surgical treatment for Wendy that included sewing a curved support to the wall of her eye so the new lens would not dislocate.

It didn't go so well.

"My eye started to rip," says Wendy matter-of-factly of her October 2006 surgery. "He had to take everything out ... and ended up putting a new lens in front of my pupil."

She awoke at Misericordia the next morning to near 20/20 vision. And was thrilled.

For her left eye, Dr. Brodovsky tried a different technique, attaching a new artificial lens to the iris behind the pupil.

While initially successful, the new lens got caught on the edge of the pupil and Wendy says her left eye looked like a cat's eye with a slit.

"My kids would phone me and purr or meow," she recalls with a laugh.

Dr. Brodovsky operated again in March 2007 and had to cut the lens out of her eye before replacing it, a process Wendy describes as very painful. Worth it without a doubt though, she says, now having 20/20 vision in both eyes.

"I'm so grateful to have my sight," says Wendy, "It's so important because painting is my passion. I paint every day."

These days, Wendy has more free time to paint without having to fill in her "M'eye diary."



Patty Darvill, ophthalmic photographer, examines Wendy's eyes.

To me, Misericordia's legacy of innovation takes root in our ability to reach every corner of the province.

– Paul Nyhof

Misericordia is home to the innovative Provincial Health Contact Centre (PHCC), operating over 20 inbound and outbound calling programs.

The PHCC handles an astonishing 350,000 calls a year.

The range of programs is diverse – everything from a Breast-feeding Hotline to the Chronic Disease Management of Congested Heart Failure Initiative.

New this year are the After Hours and Central Intake Programs that include 18 additional calling programs and over 60 new staff.

Our flagship Health Links-Info Santé, where nurses provide bilingual health information and advice, continues to be extremely popular with Manitobans. In excess of 150,000 calls are handled annually with translation available in over 110 languages.



Have a health question? Call Health Links-Info Santé: 788-8200 in Winnipeg or 1-888-315-9257 toll-free 24 hours a day, seven days a week.



Made-in-Manitoba project

Heart failure – this medical term alone strikes fear in one's heart. But this disease need not be incapacitating or overwhelming.

Through the use of simple self-management techniques, a person diagnosed with heart failure can remain healthy and active.

The PHCC is piloting the Chronic Disease Management of Congestive Heart Failure Initiative, the first of its kind in Canada, to help people diagnosed with heart failure manage their illness.

Working in partnership with family physicians and the Winnipeg Regional and Central Health Authorities, Health Links-Info Santé nurses are educating and providing support to heart failure patients about improving their diet, managing their medications and changing their lifestyle to improve their quality of life.



To me, Misericordia is a wonderful place to work. Staff and volunteers demonstrate daily a great pride in the quality of work they do. There are also countless “angels” who continually go above and beyond to continue the Misericordia traditions.

- Sharon Stanley

Our people are our greatest resource. That’s why we strive to hire the right people to do the job and then support them as they carry out our mission of providing high quality faith-based care. Here’s how we invested in our staff this year:

Providing learning opportunities

Our new onsite *English at Work* program is available to all staff that wish to improve their English language skills – everything from speaking, reading, writing and comprehension.



Keeping staff healthy

Almost 100 Misericordia staff are members of MizFits! Our fitness centre is proving to be so popular, we plan to expand very soon. We’re proud to also offer yoga and pilates classes.

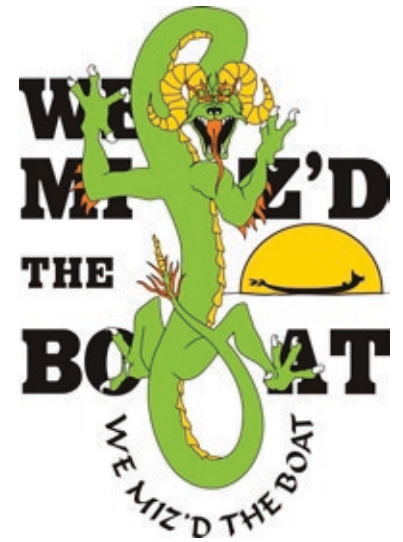


Recognizing staff

We understand the importance of recognizing the tremendous contributions and dedication of our staff. This is accomplished in many ways, both formally and informally. This year, our Long Service and Retirement event recognized 57 long-service staff and 21 retirees.

Simply having fun

The best part of human resources is organizing all the fun stuff, like staff golf tournaments and children’s Christmas parties. How better to get to know a fellow staff member than paddling in a dragon boat or donning an angel costume on a Santa Claus parade float? Come join us!



Our inspirational volunteer leader

Hip hip hooray for Susan Shortill, our manager of volunteer resource development. Susan won this year’s Outstanding Service Award for Leadership of Volunteers.

This peer recognition honour is presented annually to a Manitoba Association for Volunteer Administration (MAVA) member. The award recognizes the achievements of leaders in guiding and managing volunteers; contributions to the overall profession of volunteers; creativity in programming; and service as role model to others in the profession.

Here at Misericordia, Susan is an invaluable mentor and inspirational leader. She says she couldn’t do her job so well without her strong team and all our wonderful volunteers.

“Our volunteers come from all walks of life, are all ages, and volunteer individually or in groups,” offers Susan, “We are thankful for every one of them and their part in supporting the mission of Misericordia.”

And we’re thankful to have Susan.

Clearly, the people at MAVA are too: Susan served as president of MAVA in 2005-06 and continues to hold the past president position.



To me, Misericordia is synonymous with a cohesive caring team that provides health-care excellence.

- George Patenaude

Without superior support services, Misericordia wouldn't be the health-care centre of excellence it is today.

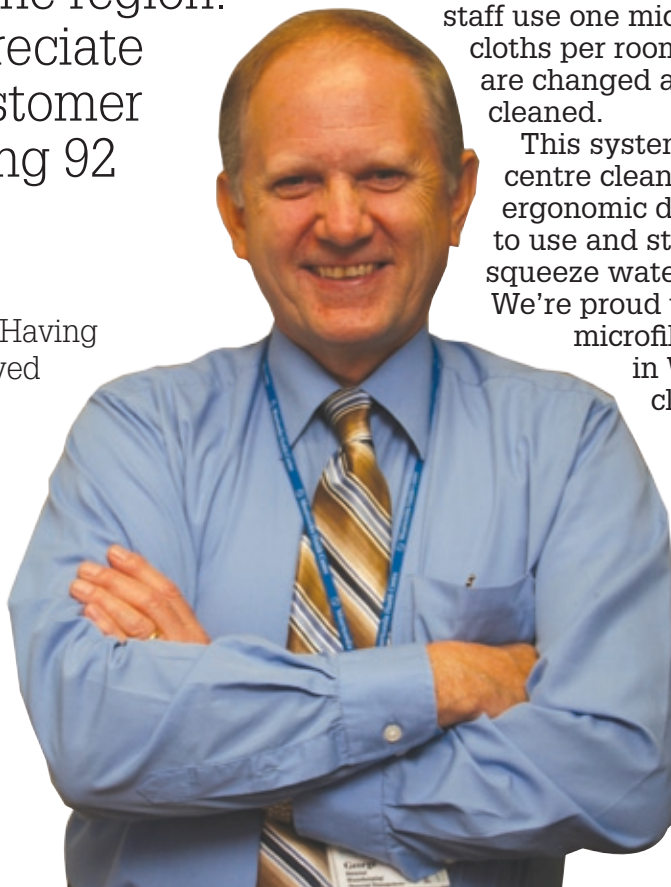
Picture the scene: a doctor is operating on a patient in a brightly lit room.

It is the unseen support services that make it all possible. Who ordered the operating room instruments and lights? Purchasing. Who got them to the operating room? Shipping and receiving. Who sterilized the instruments? Reprocessing. Who provided the clean sheets? Laundry. Who cleaned the operating room? Housekeeping. And the list goes on.

Our cleanliness standards at Misericordia are higher than the acceptable average for the region. And our customers appreciate it: our housekeeping customer satisfaction is a whopping 92 per cent.

It's not just about looking good, either. Having a clean health care centre means improved infection control. Our housekeeping department helps prevent the spread of germs by paying special attention to high-touch areas like elevator buttons and hallway handrails.

Support services – everything from our laundry to our mailroom – make sure we are healthy in our day-to-day operations. These essential staff are at the forefront when we say *our strength is our people*.



Microfibre = big benefits

One highly successful technological change at Misericordia this year was the move to microfibre cleaning products.

With microfibre, we're saving 400,000 litres of water every year.

Here's how the microfibre system works: instead of pushing a bucket of water from room to room and changing the water when it gets dirty, our housekeeping staff use one microfibre mop and three colour-coded cloths per room. The removable mop head and cloths are changed and sent to laundry after each room is cleaned.

This system not only keeps our health-care centre cleaner, but it is healthier for our staff. The ergonomic design of the mop means it is easier to use and staff no longer have to bend down to squeeze water out of their mops.

We're proud to report we're leading the way with microfibre; we're the first health-care centre in Winnipeg to use the entire microfibre cleaning system.

Microfibre = recognition

Misericordia recently received accolades from Parkhurst Exchange, a monthly medical journal, for our "green" use of microfibre materials.



Our Chief Financial Officer says ...

To me, Misericordia is the best-kept secret in Winnipeg. We have such a hybrid of quality programs – from innovative eye surgeries to long-term care. People are always amazed when they see all that we have to offer.

- Steve Childerhouse

We're proud to report Misericordia Health Centre is in strong financial standing, completing the year with a surplus of \$357,148.

Misericordia Ambulatory Care Programs - Meeting the needs of our community:

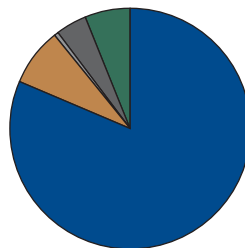
	2006-2007
Cast Clinic	7,012 visits/yr.
Easy Street	1,903 visits/yr.
Physiotherapy	2,754 visits/yr.
MHC for Lungs	660 visits/yr.
Wound & Foot Clinic	1,451 visits/yr.
Minor Procedure Clinic	588 visits/yr.

Diagnostic Imaging Centre

	2006-2007
Exams or procedures	
CT	6,599
Radiology - X-Ray	19,208
Ultrasound	9,027
EKG	1,910

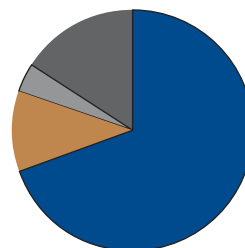
Revenue

	2006-2007
WRHA/MB Health	81.4%
Resident Income	8.0%
Other Patient Income	0.4%
Amorization of Deferred Contribution	4.1%
Other Sources	6.1%



Expenses

	2006-2007
Salaries and Benefits	69.6%
Drugs, Medical and Surgical Supplies	10.8%
Amorization Expense	4.0%
Other Supplies and Expenses	15.6%



Misericordia by the numbers 2006-2007

Almost **\$ 52 million** operating budget

923 pediatric dental surgeries performed – **23% more** than last year

38,896 urgent care visits – **474 more** than last year

Our personal care beds at Misericordia Place are **full 99% of the time**

369 volunteers donated **18,800** hours

Provincial Health Contact Centre handled **over 350,000** calls

Wait time for an **X-ray** at Misericordia: zero – there is absolutely **no wait time**

Over 225 university and college students trained with us – from nurse practitioners to dental hygienists to receptionists

988 full-time, part-time and casual staff



Misericordia Health Centre Report to the Community 2006-2007



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CARE

THIS
WAY

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