

# THE FUTURE OF CARE



**MISERICORDIA**  
Health • Centre



Misericordia Health Centre  
Report to the Community  
2007-2008





directions to lead Misericordia Health Centre through the next five years.

This *Report to the Community* highlights our new strategic directions:

- 1 Advancing clinical and service excellence
- 2 Living our legacy, Mission and values
- 3 Increasing MHC awareness and visibility

Our strategic directions will provide a map to guide our priorities as we anticipate and respond to changes in the health-care system.

Driving our strategic directions is our new vision – created with input by all levels of staff – to detail our future picture of excellence and success.

## Misericordia: The Future of Care

Misericordia Health Centre is more than a building: it is a culture of caring dating back to 1898 when the Sisters of Misericordia arrived in Winnipeg to care for young single mothers and their children.

Inspired by their Mission of *Compassion of the Heart for Those in Need*, the Sisters have led our pursuit of excellence in offering accessible, quality health care based on our values of caring, respect and trust.

As our communities' needs have changed, we have changed to meet those needs.

Today, Misericordia Health Centre offers 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 arm, are living with a respiratory illness or need around-the-clock help come to Misericordia for specialized care.

## MHC's Strategic Directions

Our Mission – to offer accessible, quality health care to those in need in accordance with the Catholic tradition of ethical and spiritual values – is at the heart of all the care we deliver and all of our planning initiatives.

At Misericordia, we are committed to planning for the future of care. Indeed, we are the future of care.

This year we initiated a new strategic planning cycle to develop overarching

## MHC Redevelopment

As we fulfill our new strategic directions during the next five years, the façade of Misericordia will be changing dramatically at the same time.

With much support from Manitoba Health and the Winnipeg Health Region, our redevelopment plans are now in the detailed design phase.

That means we're working out the finer details of our new building: where the electrical outlets should be and the optimal locations for vital health equipment in patient care areas.

We hope to have shovels in the ground by next autumn.

Our aging Maryland South and Sherbrook buildings will be replaced in phases during the next five years; our modern complex will be replete with a striking two-storey glass-walled atrium.

While we might not look different on the outside right now, redevelopment is forging ahead inside our walls. A floor in our Wolseley



building has been completely renovated to accommodate our newest program: the Sleep Disorders Centre.

The Sleep Disorders Centre – the provincial sleep disorders diagnostic laboratory, sleep clinic and treatment service – will now be able to serve more sleep health patients while conducting essential research.

Along with the Sleep Disorders Centre, other new programs will complement our existing services: a renal dialysis centre, chronic-care and emergency respite units, and the Program for Integrated and Managed Care of the Elderly (PRIME).

The PRIME program is a day health centre for seniors, intended for people who are medically frail or have cognitive health issues.

At our centrally-located setting, PRIME participants will receive care from a range of health professionals including a general practitioner, a physiotherapist, an occupational therapist, a recreation facilitator, a dietitian, a rehabilitation assistant and many more.

Redevelopment doesn't stop at our new programs – we're also creating a purpose-built home for our expanded Eye Care Centre of Excellence and leaving space to house an eventual Ophthalmology Residency Program.

Moving to more convenient locations closer to Urgent Care will be our Laboratory and Diagnostic Services, including a new Diagnostic Imaging Centre.

With our exciting redevelopment and burgeoning programs, Misericordia's role is clearly defined in our health region: we will continue to provide faith-based care focusing on out-patient and geriatric care while helping reduce provincial wait lists and supporting local emergency departments.



**Mr. Laurie Finley, Board Chair**



**Mrs. Rosie Jacuzzi, President and COO**

## 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

### Who are we and what do we do?

Misericordia Health Centre is a leading provider of diverse health-care services within the Winnipeg Health Region specializing in unique out-patient programs as well as care designed to meet the needs of an aging population.

### What is our reputation? How do people describe us?

MHC's culture of compassionate, faith-based care is built on the values of the Misericordia Sisters. Our warm and welcoming environment is holistic: meeting the medical, physical, emotional, social and spiritual needs of every resident and patient.

### How do our staff interact and how are they perceived?

Our multicultural staff and volunteers live the Misericordia Sisters' Mission in their delivery of clinical and service excellence. We promote quality and patient safety through evidence-based practice and research. We work together in strong interdisciplinary teams, dedicated to caring for our residents, patients and each other.

### What value do we bring to our community and partners?

Misericordia is a vibrant community resource, continuously evolving to respond to the changing health-care needs of Manitobans. The community we serve recognizes MHC as an innovative provider of health services through compassionate care, teamwork and accountability to our stakeholders.

## Our Values

Caring . Respect . Trust

# Misericordia's Programs & Services: A Snapshot

Misericordia Health Centre plays a critical role within the Winnipeg Health Region, specializing in unique out-patient programs as well as care designed to meet the needs of an aging population.

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

Misericordia is proud to serve the ever-changing population of Manitoba – through our Catholic tradition of ethical and spiritual values – with the following programs and services:



Winnipeg Regional  
Health Authority  
Caring for Health

Office régional de la  
santé de Winnipeg  
À l'écoute de notre santé

## 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 22,000 patients are seen in the ambulatory eye clinics for assessments and treatments, such as the new Avastin injections – an innovative way to treat wet macular degeneration. We're also home to the Lions Eye Bank of Manitoba and Northwest Ontario.

## Pediatric Dental Surgery



In 2004, Misericordia was named as a community setting site to help reduce wait times for pediatric dental surgery. Today, wait times are half of what they were when MHC joined the

Children's Hospital in performing dental surgeries. 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 close to 1,000 pediatric dental surgeries a year.

## Urgent Care



Our Urgent Care Centre opened in 1998 as a made-in-Manitoba program; the first of its kind in Canada. Urgent Care specializes in handling non-life threatening medical emergencies, providing assessment and treatment for urgent health concerns. It plays a strong

role in providing support for city emergency departments, helping 40,000 people a year. In addition to health assessment and treatment, patients also have access to diagnostic testing and other health-care disciplines such as social work, physiotherapy, occupational therapy, nutrition, pharmacy and respiratory therapy. 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 unique 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.

Ambulatory care is meeting the needs of our community through diverse clinics: 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 chronic asthma. Every year we have over 700 clinic

visits, teaching people about their disease: how to live with it and how to improve their 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

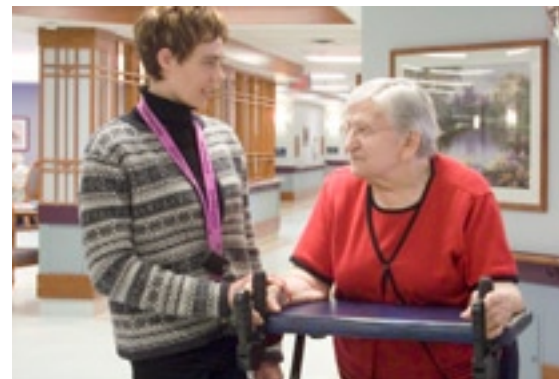
visit our Urgent Care Centre, for example, laboratory staff will draw your blood, perform the test and report the results to Urgent Care.

### Sleep Disorders Centre

The Sleep Disorders Centre – consisting of the provincial sleep disorders

diagnostic laboratory, sleep clinic and treatment service – is in the process of relocating to Misericordia Health Centre from the Health Sciences Centre. Sleep specialist physicians from the University of Manitoba's Section of Respiriology, Department of Medicine, will review over 3,000 overnight sleep studies performed annually by centre staff in the diagnostic laboratory. The treatment service will provide service to over 7,000 existing clients, as well as to new clients.

### Long-Term Care



Misericordia Place is a 100-bed warm and inviting personal care home, providing quality care 24 hours a day. Misericordia Place is connected to Misericordia Health Centre via a convenient enclosed

walkway. We also specialize in **Interim Care**, providing a comfortable home-like environment at MHC for 150 residents who are waiting to get into the personal care home of their choice.

### Provincial Health Contact Centre (PHCC)



The PHCC operates over 30 inbound and outbound calling programs – handling over 550,000 calls a year – including the Breast-feeding Hotline and Health Links-Info Santé, where nurses provide

bilingual health information and advice 24 hours day, seven days a week: call (204) 788-8200 in Winnipeg or toll-free 1-888-315-9257.



# STRATEGIC DIRECTION #1: ADVANCING OUR CLINICAL & SERVICE EXCELLENCE

**At Misericordia Health Centre,  
you can expect excellence in  
all that we do: from cutting-  
edge research and clinical best  
practices to a safe, friendly  
and ultra-clean environment.  
Expect only the best at  
Misericordia.**

## **Cataract wait list shrinks 68 per cent**

More Manitobans are receiving essential cataract surgeries – and faster, thanks to



Misericordia Health Centre.

Did you know the first centrally-managed waiting list for cataract surgery was born at Misericordia?

The Manitoba Cataract Waiting List Program was created in 1998, using a specialized computer program to track and prioritize all patients waiting for cataract surgery.

“It was ground-breaking,” explains Dr. Lorne Bellan, the Misericordia ophthalmologist who proposed and oversaw the creation of the list. “The purpose [of the list] was to prioritize patients and to demonstrate that putting more money into surgical resources would shorten the wait for cataract surgery.”

Dr. Bellan’s hypothesis held true: In 1999, there were 5,481 patients waiting for cataract surgery. Today, the list has shrunk by 68 per cent.

The upshot: faster service for patients.

Before the creation of a centrally managed list, each doctor maintained his or her own waiting list – making it impossible to accurately prioritize patients across the province.

The Manitoba Cataract Waiting List Program also accurately tracks the length of time a patient waits before having surgery Misericordia Health Centre, Pan Am Clinic or the Western Surgery Centre.

When the program began in 2001, in

partnership with Winnipeg Regional Health and the provincial government, surgeons performed more cataract surgery operations and the waiting list, and wait times, decreased.

Dr. Bellan also helped determine the national benchmark for cataract surgery – the time believed to be an acceptable wait – to be 16 weeks.

“Reducing wait times for sight restoration isn’t just about performing more surgeries,” he explains. “It’s about looking at funding for all eye problems, such as glaucoma or macular degeneration.”

“In Manitoba, we were fortunate to have the support of the provincial government to form a committee to recommend funding priorities,” continues Dr. Bellan.

“At Misericordia, we’re recognized as leaders in addressing issues of wait times in cataract surgery across Canada.”

Misericordia appeals to patients because of its friendly atmosphere and its convenient location near downtown Winnipeg.

As the Eye Care Centre of Excellence, Misericordia performs close to 70 per cent of all cataract cases performed in Manitoba.

In April 2008, patients waited an average of 13 weeks from the time of surgical booking until the completion of cataract surgery – below the 16 week benchmark.

As wait times decrease, Manitoba projects meeting the benchmark for 90 per cent of those undergoing surgery this year or next.

## **A Manitoba first**

Misericordia’s Eye Care Centre of Excellence has found an innovative way to address the retirement of so many of our valuable anesthesiologists.

We’ve hired three Ophthalmic Sedation Practitioners – a first in Manitoba – in partnership with Manitoba Health and the Winnipeg Health Region.

The first practitioners, hired in March 2008, are nurses with backgrounds in critical care or emergency departments.

After specialized training, the practitioners



Left to right: Misericordia Ophthalmic Sedation Practitioners Jackie Gee, Claudette Ellis and Sheri Kressock

now assist anesthesiologists with moderate sedation cataract procedures.

The Ophthalmic Sedation Practitioners perform many tasks, including preoperative assessments, administering sedation medication, starting IVs and monitoring patients.

Their patients aren't under a general anesthesia, but are sedated just enough to allow surgeons to perform surgeries.

That means patients recover more quickly after surgery and have shorter stays with us.

These new practitioners will allow anesthesiologists to focus on complex surgeries and to shorten our cataract wait times even further.

## Provincial Health Contact Centre (PHCC)

Misericordia Health Centre operates the Provincial Health Contact Centre, an internationally-recognized state of the art contact centre that supports health and social services delivery in Manitoba in consultation with the Winnipeg Health Region and Manitoba Health.

The PHCC operates over 30 inbound and outbound calling programs, handling over 550,000 calls a year.

## CLINICAL PROGRAMS

The PHCC's clinical calling programs include the Breastfeeding Hotline, Chronic Disease Management of Congestive Heart Failure and various public health services such as the Influenza Symptom Triage Service.

Health Links-Info Santé is the PHCC's largest provincial clinical program. At Health Links-Info Santé, nurses provide bilingual health information and advice with translation services available in 110 languages. Common topics include fevers in children, abdominal

pain, coughs, vomiting and nausea. To speak to a Health Links-Info Santé nurse, 24 hours a day, seven days a week, call (204) 788-8200 in Winnipeg or toll-free 1-888-315-9257.

## NON-CLINICAL PROGRAMS

The PHCC operates various non-clinical inbound and outbound calling programs in support of Winnipeg Home Care, Family Services and Housing, Employment and Income Assistance and other agencies requiring the PHCC's advanced infrastructure.

Every year, the PHCC's innovative programs - many of which are fundamentally changing how health care is delivered - are rewarded with multiple awards and distinctions. This year, the Congestive Heart Failure Program garnered two awards at the prestigious *Global Perspectives on Chronic Disease Prevention and Management Conference* in Calgary, taking home the *Delivery System Design Award* and the overall top award, the *University of Calgary, Department of Community Health Services Research Award*.

## Teddy bears with casts ease pain at Misericordia

Five-year-old Erica Wilson doesn't go far these days without her fluffy brown stuffed bear. She has to make sure his broken arm is OK. Soon, he'll be getting

his bright purple cast off.

It's an ailment she's all too familiar with: This winter, Erica's dream day of tobogganing turned into a nightmare when the youngster was knocked down by a swift sled. Scared and in pain, her family brought her to Misericordia Health Centre's Urgent Care.

An immediate X-ray determined Erica had a broken collarbone.

"She was sore, crying and really upset," recalls father Cory Wilson. "That bear with a cast sure helped comfort her quickly. She knew it was hurt, too."

That bear is the brainchild of the staff at MHC's Ambulatory Care Cast Clinic.

"We wanted to reduce fear," explains orthopedic technician Darren Pierce. "Any time a child needs a sling or a cast, they have their choice of stuffed animal. It sure perks them right up."

Pierce casts the stuffed animals in different ways - mostly arms and legs - so he can explain to kids medical procedures that will be happening to them.

"I used Erica's bear to show her how her collarbone would be X-rayed," says Pierce, who even has his own stuffed monkey hanging as a mascot in his clinic room.

"Giving kids stuffed animals with casts is a wonderful idea," says Wilson. "It sure softens the stress."

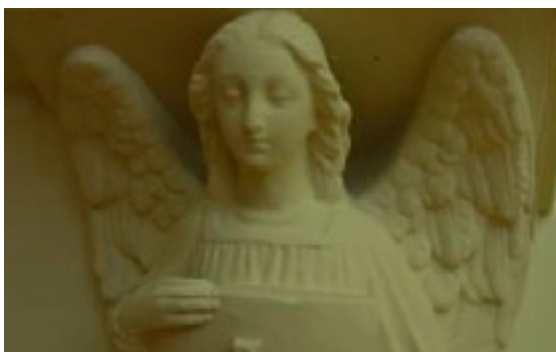
Erica takes her injured bear - which she named Princess - everywhere, including to her kindergarten class and to all her follow-up appointments at Misericordia.



Erica Wilson shares a laugh with her father, Cory Wilson (left), and orthopedic technician Darren Pierce

# STRATEGIC DIRECTION #2: LIVING OUR LEGACY, MISSION AND VALUES

**At Misericordia Health Centre, while you are with us we want you to experience the legacy of our founders - the Misericordia Sisters. It is this faith-based Mission that brings additional value to your clinical care. As our residents, patients and staff tell us, there's just something a little different and special about the Misericordia experience.**



## **Living our Mission through the Misericordia Sisters' values**

*By emulating the Misericordia Sisters' five core values, our staff truly lives our Mission:*

**Compassion** – *Considering how another is feeling*



Being injured, being ill or experiencing a life event such as the death of a loved one can be very frightening. The numerous questions that need to be answered, the overwhelming emotions that can surface and the ways these life changing events can impact those we love can make us feel lonely and helpless.

Misericordia Health Centre (MHC) staff considers it a privilege to be of service during these difficult times. We consider what it might be like for our residents, patients, family and friends. We ask questions so we understand other perspectives and experiences and we do everything we can to find answers.

**Mutuality** – *Everyone has a contribution to make*

Each and every person in the Misericordia Family can impact a patient or resident's experience. From providing healthy meals to keeping rooms clean, from bedside care to establishing a treatment plan, we use our resources to the best of our ability to care for our residents and patients. This includes listening to what they have to say and doing our best to honour their needs, preferences and values.

**Non-Violence** – *Honouring another's physical, emotional and spiritual space*

Misericordia staff is committed to treating

everyone with respect and dignity. That means we explain what we're going to do before we do it. We want our residents and patients to tell us how they are feeling at all times. From talking and listening to touching and treatment, we are committed to treating everyone gently.

**Hospitality** – *Treat others the way you would want to be treated*

We want everyone to feel welcome while they're with us. It is the details that make a person feel welcome because they demonstrate thoughtfulness. Sometimes the simplest thing – being greeted or having a sense of routine – can empower someone when they feel their most powerless.

**Companionship** – *We are not alone*

If our patients and residents understand what they're experiencing and why, it can help empower them. If we understand how our patients and residents are feeling physically and emotionally, we can adjust their health-care plans to meet their specific needs. By sharing important information, we all learn.

We also follow the Misericordia Sisters' value of companionship literally. Not sure how to find your way at Misericordia? We will walk with you to your destination.



## Our legacy, Mission and values – in words

*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,  
Misericordia's Director of Spiritual Care

*I marvel at the staff - the amount of patience they have. And sense of humour ... and kindness.*

Grace, 92-year-old Misericordia resident, who also worked as a care-giver

*I had such an incredibly positive experience at Misericordia Health Centre. Misericordia was there for me when I needed them and I know they'll be there for me, my family and my colleagues in the future.*

Jim Brennan, Chief, Winnipeg Fire & Paramedic Services -  
and Urgent Care patient

*Misericordia cares not only for its patients and residents - but equally for its staff and surrounding community.*

Susan Shortill, Misericordia's Manager of Volunteer  
Resource Development

*My wife was thrilled to receive an e-mail from her brother in the Maritimes ... she will definitely benefit from this important link to all her family and friends.*

John Styles, family member describing Misericordia's  
resident & patient e-mail service through our website:  
[www.misericordia.mb.ca](http://www.misericordia.mb.ca)

*I've been rolling around like a ball [in different health-care facilities]; it's wonderful here ... I appreciate the different meals because I'm a vegetarian.*

Marie McCarthy, resident who has deep ties with  
Misericordia, having been born here in 1920 and having  
had cataract surgery in 1977

*At Misericordia, we are very aware that we work in our residents' homes, and*

*residents do not live in our workplace.*

Julie Anderson, Social Worker, Misericordia Place

*Cataract surgery was such a good experience; I was very pleased. As a senior, I'm thrilled to say my distance vision is the same as when I was 20 years old.*

Lottie Rosenstock, Misericordia volunteer

## A history of volunteerism

Beryl Gribben has been living the Misericordia Mission – emulating our values of caring, respect and trust – throughout her astonishing 38 years of volunteering.

It was a simple auxiliary lunch that first brought her to Misericordia.

"My friend was catering the auxiliary lunch," recalls the 84-year-old fondly. "When I saw the number of eggs that had to be shelled and the turkey to be cut, I knew I had to go and help." Beryl joined the auxiliary and was soon pushing gift shop carts\* through Misericordia and knitting bonnets for babies born in the maternity ward, which closed in 1997.

Beryl's ties to Misericordia run deep. Even before she volunteered, she came here to have her appendix out as a young woman. And one of Beryl's daughters worked at Misericordia's switchboard evenings and weekends while earning her university science degree.

Many of the highlights of Beryl's years here included working with the Misericordia Sisters.

"They were beautiful," she recalls. "I loved running into them personally ... Sister Plamandon was really special.

"People would come in for chemo and the Sisters would always be there, chatting with the patients."

For over 30 years, Beryl worked from 6:30 – 10:30 a.m. Monday mornings, taking patients up to day surgery.

"I got a real charge out of the staff at Misericordia," says Beryl, with a smile. "They're so down-to-earth; I never would have stayed if

they weren't so terrific."

Beryl retired from volunteering at Misericordia this June to care for her husband.

And everyone is missing her dearly already.

"Rain, shine, blizzard," says Christine Forsman, Manager of Patient Registration, "You knew Beryl would be there.

"She is such an amazing lady," says Forsman, "She still wore her original mint-green auxiliary dress ... it was humbling to work with someone so inspirational.

"Beryl had such a way with the seniors – and kids, especially. She'd calm them right down.

"We all miss her," says Forsman. "And the candy she used to bring in every Monday morning!"

*\*Today, Misericordia still provides a gift shop cart filled with similar items Beryl delivered in 1970. Our patients and residents can also call our gift shop to order items as needed.*



# STRATEGIC DIRECTION #3: INCREASING MISERICORDIA AWARENESS AND VISIBILITY

**We're working hard to spread the word about what makes Misericordia so special. Most Manitobans recognize us for our Eye Care Centre of Excellence and our Urgent Care Centre, but did you know we also perform pediatric dental surgeries, have a mini-rehabilitation community called *Easy Street* and we're a welcoming home to 250 long-term care residents? And so much more? All in a faith-based culture of caring.**

## **Our history shapes our future**

To understand the vibrant health centre Misericordia is today, one has to look no further than our roots: the Winnipeg history of our founders, the Misericordia Sisters. While



Misericordia Health Centre has evolved, always meeting the ever-changing needs of Manitobans, we remain guided by the values of our founders.

### **The Misericordia Sisters: building a path**

Being a single mother simply wasn't an option for many women in the late 1800s. Rather than face community stigma, many Winnipeg women left their children on church doorsteps.

Four Misericordia Sisters journeyed from Montreal to Winnipeg on December 1, 1898 to address this very concern. Their goal was to set up a safe, healthy environment for single mothers and their infants and provide them with care and instruction so they could eventually function on their own.

The Sisters began their work in a small house in St. Boniface, overcoming many hardships, and eventually purchased property on Sherbrook Street and Ida (now Wolseley). Construction on the Winnipeg Maternity Hospital was completed in 1900.

The Sisters flourished in their new surroundings; their knowledge of midwifery and how to safely deliver babies was passed onto many doctors over time.

Soon, the Winnipeg Maternity Hospital's patients were outgrowing the space. A home for single mothers and their children, as well as an orphanage with 100 children, were established in St. Norbert.

In response to the growing medical and surgical needs of Winnipeg residents, the Winnipeg Maternity Hospital became Misericordia Hospital in 1916.

The Sisters' also opened the Misericordia School of Nursing in 1916; graduates were highly sought after, primarily due to their faith-based training.

Single mothers and their children lived at the hospital until 1958. Three houses – referred to as Rosalie Hall – were used as temporary residences until 1965 when Villa Rosa was built in Wolseley. Post-natal care and supports for young mothers were enhanced in 1998 when Wolseley Family Place – a family resource drop-in centre – was established.

The 1990s brought much transition in health care. The Misericordia School of Nursing closed in 1996 and Misericordia's focus changed from acute care to delivering community-based services.



Misericordia General Hospital celebrated its centennial in 1998. To mark this historical occasion and the facility's evolution, Misericordia General was transitioned to what we are today: Misericordia Health Centre.

The remaining Sisters lived in our new personal care home, Misericordia Place, from 2000 until their departure for their Motherhouse in Montreal in 2004. A visible legacy – an illuminated cross on our Cornish building – was installed to commemorate the Sisters.

The Sisters remain actively involved in the facilities they established, including Misericordia Health Centre, through their involvement in annual Heritage Group Collaborators' meetings.

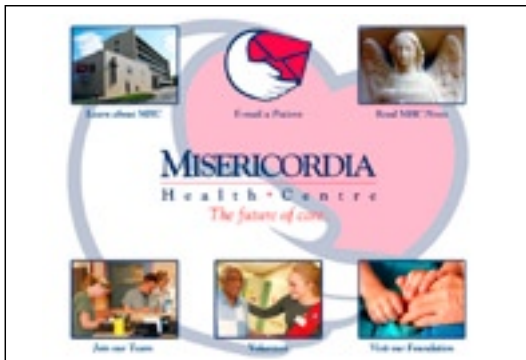
It is our privilege to follow the path of the Misericordia Sisters and continue to carry on their legacy of compassionate care on behalf of all Manitobans.

Misericordia Health Centre is proudly the future of care.

### Misericordia: high-touch and high-tech

Misericordia Health Centre is renowned for our high-touch, compassionate care. But did you know we're proudly high-tech as well? Enter "Misericordia" into a search engine, and *Misericordia Health Centre: The Future of Care* appears.

Our refreshed website – [www.misericordia.mb.ca](http://www.misericordia.mb.ca) – offers many advanced features for the tech-savvy generation. A homepage "splashpage" offers easy access to six hot-button pages.



According to our statistics tracker, most of the people who visit our site – from as far away as

the Philippines and Bolivia – are looking for a career. That's why we put a *Join Our Team* button on the splashpage and list all of our job postings in easy-to-find categories.

We also have an A-Z page dedicated to all our programs and services. It's a one-stop shopping page for all the types of care we provide.

Each of our program areas also have a short educational video clip. So, if you're bringing in your child for Pediatric Dental Surgery, for example, you can see what your care experience will be like in advance.

A new popular feature of our website is [patient e-mail](#), a service for loved ones to e-mail our patients and residents.

We also have savvy interactive forms, so website visitors can simply click submit after filling in our online forms to volunteer at Misericordia, to send us a compliment or a concern and to even register for our Foundation's upcoming Misericordia Classic golf tournament.

Our pages are teeming with interesting information: interactive google street maps so you know how to find Misericordia Health Centre, news about our exciting redevelopment, research and patient safety and so much more!

Questions? E-mail us at [info@miseri.winnipeg.mb.ca](mailto:info@miseri.winnipeg.mb.ca). Better yet – visit us at [www.misericordia.mb.ca](http://www.misericordia.mb.ca) to learn more about *Misericordia Health Centre – The Future of Care*.

At Misericordia, we know how important it is to keep in touch with loved ones.

That's why we've made it easy to send e-mail to patients and residents at Misericordia.

Simply visit our website at [www.misericordia.mb.ca](http://www.misericordia.mb.ca).

Our volunteers will print the e-mail and deliver it personally.



**MISERICORDIA**  
Health • Centre  
*Patient and Resident E-mail*

### Doer tour

Misericordia was most fortunate to have our busy Manitoba Premier, Gary Doer, here this spring to experience the future of care firsthand.

Premier Doer took time to explore our care areas and commended us on our range of programs and, in particular, the work we do to reduce wait times for Manitobans.

Misericordia Health Centre is grateful to the provincial government for their support of our capital redevelopment to refresh our aging infrastructure with a modern complex – designed with the needs of our residents and patients in mind.





## Thank you

Like any organization with a history that spans well over a hundred years, Misericordia has seen a lot of change. But one constant has always been the incredible impact donor support has had on the facility and the people we serve. For this we say a very loud and sincere - thank you!

The Misericordia Health Centre Foundation began its work in 1983 and has since raised \$12 million dollars in support of enhanced patient and resident care for the people of Manitoba.

All made possible by you.

## Our biggest challenge yet

Misericordia's future has never been brighter and our role in Manitoba's health care system has never been more vital.

The highly anticipated redevelopment of Misericordia Health Centre is on its way. The challenge for our Foundation is to raise \$5 million towards the project – the largest fundraising initiative we've ever undertaken. The result will be spectacular.

After 110 years of providing vital care to the people of Manitoba, Misericordia will be receiving a bit of TLC itself. But the facelift part of the project is really just scratching the surface.

The redevelopment of Misericordia will include the addition and redesign of some very exciting programs that will directly impact the health care available to you and your family.

We truly represent the future of care.

## New home for the Eye Care Centre of Excellence

Misericordia is home to Western Canada's largest eye surgical and treatment centre. We perform over 8,000 surgeries and see more than 22,000 patients in the ambulatory eye clinics for assessment and treatment each year. As part of redevelopment, Misericordia's Eye Centre of Excellence will be receiving a new home that will enable us to continue to meet the evolving eye-care needs of Manitobans.

## Sleep Disorders Centre

Many people don't realize the vital role that sleep plays in our overall health. This summer, the provincial Sleep Disorders Centre will be moving to Misericordia. The new centre will be able to serve even more patients, helping them battle what can be debilitating - and even life-threatening - sleep disorders.

## PRIME Program

Like many other communities, Manitoba is facing the health-care impacts of an aging population and we're happy to say that Misericordia is part of the solution. The planned introduction of the PRIME program, a day health centre for seniors, will be a key part of the elder care available to Manitobans for generations to come. PRIME is designed to provide health care to seniors and improve their quality of life while they continue to live in the community.

## Diagnostics and Lab expansion

The incredible success of Misericordia's Urgent Care model is one of many factors that have created a need for updated and expanded diagnostic and lab services. We're thrilled to say these enhancements will also be a part of Misericordia's redevelopment plans and that the new home for diagnostics and lab services will move closer to Urgent Care for utmost efficiency.

Great things are happening at Misericordia and we will once again be looking to our community for their help in making this project a reality.

*For more information on Misericordia's redevelopment project, or to make your gift today, please call the Misericordia Health Centre Foundation office at (204) 788-8458.*

**Gary Brown, Board Chair**

**Kevin Hunter, Executive Director**





Angels of all ages helped make the 2007 Angel Ball an incredible success, raising over \$75,000 for patient and resident care



Misericordia's Angels once again helped spread holiday cheer as they took over the Sherbrook bridge as part of the annual Angel Squad Campaign



The 18th Annual Misericordia Golf Classic was our most successful ever, raising over \$90,000 as one of Manitoba's premier charitable golf events. A special thank you to all our generous sponsors: Title: Canadian Tire; Ace: Paul's Hauling Ltd.; Eagle: Aramark, Lexmark, Mackenzie Investments and Waterite Technologies; Birdie: Fort Garry Hotel

## Misericordia Golf Classic

presented by:



## Misericordia leading the way in falls prevention

Currently in Manitoba, there is no routine screening of vision conducted at the time of admission to a long-term care facility or on a regular basis.

Misericordia Health Centre, with the help of Manitoba Health and our Foundation, is set to change that.

"Research suggests a close link between visual impairment and falls," explains Sandy Bell, Director of Patient Safety, Quality and Education. "We believe if we improve vision, we can prevent falls."

According to Manitoba Health, falls are the leading cause of hospitalization due to injury and the third leading cause of death in the province.

The rate of falls for Manitobans 65 and over is among the highest in Canada.

"Falls are a huge problem for everyone," explains Bell. "Not only because of the pain and suffering that result, but because of the cost they create."

Bell and her research team have created an easy-to-use vision screening kit to test residents' vision as part of a three-year pilot project called *Focus on Falls Prevention*.

If residents have trouble seeing, recommendations are made to improve their vision, such as eye-specific vitamins, new eye glasses prescriptions, cataract surgery and other therapies.

"This project wouldn't have been possible without Manitoba Health and our Misericordia Foundation," says Bell. "With their support, we've vision screened over 500 long-term care residents here at Misericordia and over 650 residents at other personal care homes in the Winnipeg Health Region."

"Our research demonstrates falls and fractures can be prevented by enhancing residents' vision."

"And save the province millions of dollars in the process," says Bell. "Vision-screening is a win-win scenario."

The *Focus on Falls Prevention* pilot project can now also call itself award-winning: Bell recently accepted the coveted *Manitoba Injury Free Award* for Research at the Injury Free

Manitoba Conference.

The Misericordia Health Centre Foundation is a proud supporter of this innovative research work, paying for the cost of the 1,000 vision screening kits.

## Falls and vision by the numbers

- » \$335 million annually: amount falls cost the province of Manitoba
- » \$36,000: cost for hip surgery and rehabilitation due to a fall and fracture
- » 2,500: annual number of hospitalizations in Winnipeg due to falls
- » \$1,300: cost of cataract surgery
- » \$35-70: cost of an eye exam in Manitoba
- » 40: per cent of all personal care home admissions directly related to seniors' falls
- » 33: average number of days spent in a Winnipeg hospital after a fall



## 2007-2008 Misericordia Health Centre Foundation Board of Directors

The volunteer directors of the Misericordia Health Centre Foundation Board dedicate their time and expertise in support of the people served by Misericordia and are responsible to the donors who make our work possible.

The redevelopment of Misericordia has presented the Foundation Board with a new and exciting direction, working with our community to achieve success in our most ambitious fundraising initiative to date.

Gary Brown, Chair  
 Hymie Weinstein, Q.C., Vice-Chair  
 Keith G. Findlay, Past Chair  
 Steve Childerhouse, Treasurer  
 Kingsley Bowles  
 Dr. Stephen Brodovsky  
 D. John Brownell  
 David Chan  
 Mike Dennehy  
 Dennis R. Giguere  
 Patricia Hedden  
 Darin Hoffman  
 Paul Jacuzzi  
 Barb Leslie  
 Lori Nieman Penner  
 Michael Radcliffe  
 Jim Rae  
 Wynn Sweatman  
 Rosemary Vodrey

### Ex Officio

Kevin Hunter, Foundation Executive Director  
 Rosie Jacuzzi, Misericordia Health Centre President & COO  
 Dr. Stephen Coyle, Medical Representative

### Advisory Committee

Don R. Brownell  
 Ruth Drew  
 R.A. (Sam) Fabro, C.M.  
 Laurie Finley  
 Mary Kelekis, O.M.  
 Terry Smith  
 Wayne Townsend

### Honorary Patrons

Robert Chipman  
 Senator Douglas Everett  
 Monty Hall, O.C., B.Sc. LL.D.  
 William Norrie, Q.C.  
 Senator Duff Roblin, P.C., C.C.  
 Rt. Hon. Edward Schreyer, P.C., C.C., C.M.M., C.D.  
 Most Reverend V. James Weisgerber, Archbishop of Winnipeg

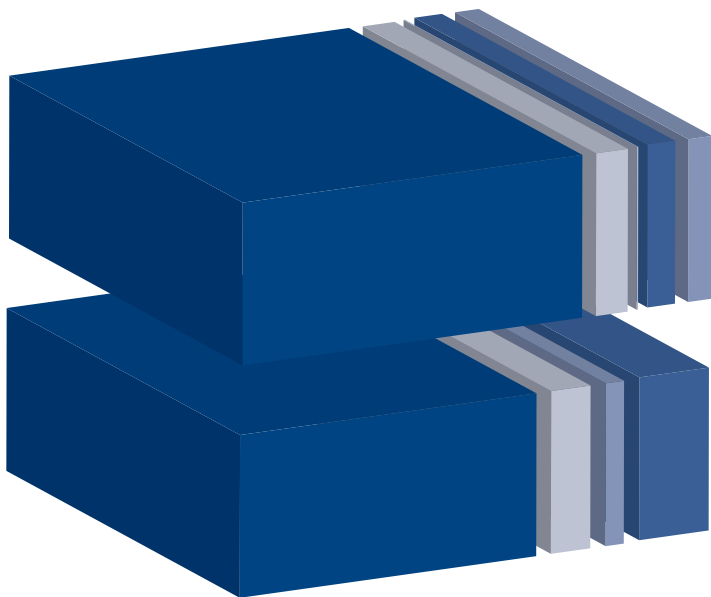
# Misericordia Financial Report 2007-2008

At Misericordia Health Centre, we're committed to accountability. That means delivering the highest quality of care to our residents and patients while ensuring the best use of financial resources.

We are proud to report Misericordia Health Centre is in strong financial standing, completing the year with a surplus.

## Revenue 2007-2008

MB Health/WRHA	(80.2%)
Resident Income	( 7.5%)
Other Patient Income	( 0.2%)
Amortization of Deferred Contribution	( 6.5%)
Other Sources	( 5.6%)



## Expenses 2007-2008

Salaries and Benefits	(70.0%)
Drugs, Medical and Surgical Supplies	( 9.3%)
Amortization Expense	( 4.3%)
Other Supplies and Expenses	(16.4%)

For a copy of Misericordia Health Centre's 2007-2008 audited financial report, please call our Finance Department at 204-788-8362.

## Misericordia's programs & services: meeting the needs of our community

### Eye Care Centre of Excellence

**8,057:** number of ophthalmology surgeries performed, including cataracts

**936:** number of macular degeneration treatments performed, including Avastin treatments

### Pediatric Dental Surgery

**978:** number of pediatric dental surgeries performed

### Urgent Care Centre

**39,702:** number of visits

### Ambulatory Care

**26,804:** number of visits to our cast clinic, *Easy Street*, wound & foot clinic, minor procedure clinic, physiotherapy and occupational therapy areas

### MHC for Lungs

**764:** clinic visits addressing lung conditions such as emphysema, chronic bronchitis or chronic asthma

### Diagnostic Imaging Services

**19,335:** number of CT scans, ultrasound exams and ECG procedures

**20,279:** number of X-rays performed

Wait time for an X-ray at Misericordia: **none**

### Laboratory Services

**17,750:** number of blood collections taken

### Long-Term Care

Our **100** long-term care beds at Misericordia Place were full **100%** of the time

Our **150** interim care beds were full **94%** of the time

### Provincial Health Contact Centre (PHCC)

The PHCC handled over **550,000** calls; almost **200,000** were Manitobans calling our Health Links-Info Santé health information line

### Social Work

**10,825:** number of social work visits – here at Misericordia and in our community

## Misericordia by the numbers 2007-2008

Over **\$55** million operating budget

**427** university and college students trained with us – from physiotherapists to paramedics to dieticians

We served **60,895** meals to our interim care residents and **88%** were fully satisfied with their meals

**525** volunteers donated over **18,000** hours

Value of volunteer work: **priceless**

**993** full-time, part-time and casual staff

Average age of staff is **47** years and average length of service is **9.6** years

**70,285** pounds of waste were diverted from landfill to recycling – that's **16%** of our total waste

# Misericordia Health Centre Year in Review 2007-2008

## April (2007)

Misericordia capital redevelopment announcement by Health Minister Theresa Oswald • MHC Foundation hosts gala Angel Ball, raising over \$75,000 for new equipment at our Eye Care Centre of Excellence • Laura Secord School students participate in monthly recreation activities with our residents • Spiritual Care hosts the Festival of Bread • Launch of regional *It's Safe to Ask* campaign • Humane Society volunteers bring fluffy pet visitors twice a month



APRIL



MAY



JUNE



JULY

## May

Patty Darvill, Ophthalmic Photographer, is awarded an *Honourable Mention in Fundus Photography* at the American Society of Cataract and Refractive Surgery conference presented by the Ophthalmic Photographers Society • MHC celebrates Nurses' Week • Social Work presents a sold-out conference with Dr. William Molloy • MHC for Lungs moves to newly renovated space in our parkade building • Resident Ellen Robertson celebrates her 105<sup>th</sup> birthday amid media fanfare as one of the world's oldest living twins • Susan Shortill, Manager Resource Volunteer Development, wins the Manitoba Association for Volunteer Administration *Outstanding Service Award for Leadership of Volunteers*

## June

GroupWork Camps church mission sends volunteers to MHC from all over the U.S. • Misericordia School of Nursing reunion • On World Elder Abuse Awareness Day, staff holds resident forums • Rosie Jacuzzi, President & COO, becomes a member of the WRHA Senior Management Team • Petting zoo visits Misericordia Place • Phase II of *Focus on Falls Prevention* program is launched, offering free vision care services to residents considered at high risk for falls • Misericordia Mizfits ride the Big Bike for Stroke • Corie Haslbeck, Occupational Therapist, presents Pathways to Independence: Power Mobility Use for persons with Vision Loss and Limited Mobility at the RehabNet conference • Misericordia Board of Directors Annual General Meeting

## July

MHC ophthalmologist Dr. Stephen Brodovsky performs the first corneal transplant in Jimma, Ethiopia • MHC Foundation hosts popular Misericordia Golf Classic • Monthly Pub Nights at Misericordia Place for our residents, family and friends • Volunteers plant, weed and water new annuals and perennials in Misericordia Place garden • Manitoba Artists in Healthcare sponsor a summer Musician in Residence

## August

Every month our residents, with the help of Recreation Facilitators, make sandwiches for Agape Table – a local soup kitchen • Social Work's Family Circle: *Getting past the guilt and anxiety in placement* • New *Strolling* program sees volunteers taking residents for a stroll; positive response from all

## September

MHC paddles to 21<sup>st</sup> place out of 119 in recreational category of Dragon Boat Festival • *End of Life Care* working group established • Misericordia staff golf tournament • Gloria Dixon, Director of Social Work, presents at Manitoba Hospice and Palliative Care conference • New Resident Quilting Club donates quilts to MHC, including a special children's quilt for Pediatric Dental Surgery



AUGUST



SEPTEMBER



OCTOBER



NOVEMBER



DECEMBER



MARCH

## October

PHCC's Congestive Heart Failure Program garners two awards at the prestigious *Global Perspectives on Chronic Disease Prevention and Management* conference • *Giving Back, Going Forward* Staff Charities Campaign raises \$28,717 for United Way and MHC Foundation • Misericordia Heritage Group and Collaborator's gathering • Wolseley 3 is transitioned from Interim Care to space for the Sleep Disorders Centre • Misericordia Strategic Planning sessions

## November

MHC celebrates our Long-Service employees: honouring 1,337 years of collective service in 2007 • MHC has an angelic float in Winnipeg Santa Claus Parade • Manitoba Customer Contact Association awards two of our PHCC staff: Carol Cowan, Manager of the Year and Shirley Hargreaves, Employee of the Year • WSO performs at Misericordia Place • Mission exercise with the Interfaith Health Care Association • The Canadian Council on Health Services Accreditation surveys a sampling of Misericordia programs

## December

Healthy Living Minister Kerri Irvin-Ross announces a \$3 million Manitoba Retinal-Screening Program at our Eye Care Centre of Excellence • Home-cooked turkey dinners for all residents and staff • MHC Foundation presents *Celebration of Lights* in our St. Luke's Chapel • *Day of Giving*: Balmoral Hall students bring stockings for MHC residents • Misericordia Angels once again take over the Maryland Bridge, raising more than \$20,000 in support of resident and patient care • Misericordia's birthday: we turned 109 on December 1

## January (2008)

Mission Reflection commemoration for Rosalie Cadron-Jetté, the Foundress of the Misericordia Sisters • Library launches LOTUS (librarian on the units) as a way to educate staff in their work areas • Ethics Education sessions *Let's Talk Ethics* begins

## February

Spiritual Care offers staff blessings on *World Day of the Sick* • *Spirituality at Work* educational sessions began • New *Vision Statement* approved by our Board of Directors

## March

Social Work hosts incredibly successful food drive for Winnipeg Harvest • Volunteers visit our residents while delivering ice water in our new full-size reusable mugs, compliments of our Misericordia Foundation • Re-launch of our Misericordia website, visit [www.misericordia.mb.ca](http://www.misericordia.mb.ca) • A first in Manitoba: Misericordia hires three Ophthalmic Sedation Practitioners • Premier Gary Doer tours Misericordia to learn more about our programs, services and redevelopment plans

## Misericordia Corporation Members

Our Founders, the Misericordia Sisters, entrusted the ownership of our health centre to the Misericordia Corporation members within the Archdiocese of Winnipeg. Our volunteer corporation members are responsible for nominating and providing expert direction to our Board of Directors.



Mr. Jerry Kruk,  
CORPORATION CHAIR  
Retired, VP Operations, Centra  
Gas and President & CEO, CAA



Ms. Kaye E. Dunlop, Q.C.,  
CORPORATION SECRETARY  
Barrister and Solicitor  
Deputy Chief Adjudicator for  
Indian Residential  
Schools Independent  
Assessment Process



Most Reverend V. James  
Weisgerber  
Archbishop of Winnipeg



Mr. Raymond Cadieux,  
Retired FCA, Partner  
PricewaterhouseCoopers LLP



Mr. Myron Musick  
Retired Engineer, Manitoba  
Hydro

## 2007-2008 Advisory Board Members

Our volunteer Advisory Board members are a source of additional expertise to our Board of Directors.

Penny Bowles • Rev. Msgr. Normand J. Chartrand • Sally Corby • Jerry Kruk  
• Myron Musick • Carole Osler

2007-2008 Honorary Board Members

Allan Denton • R.A. (Sam) Fabro



**MISERICORDIA**  
Health • Centre

### Misericordia Health Centre

Communications & Public Relations

99 Cornish Avenue, Winnipeg, Manitoba, R3C 1A2

Tel: (204) 788-8302 Fax: (204) 783-6052

info@miseri.winnipeg.mb.ca

www.misericordia.mb.ca

## 2007-2008 Misericordia Health Centre Board of Directors

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

Most importantly, our Board also ensures the Misericordia Sisters' Mission and values are emulated through our staff and volunteers in their delivery of clinical and service excellence.

During this exciting time of significant redevelopment, our Board continues to advocate for and be responsive to the diverse health-care needs of the populations we serve.



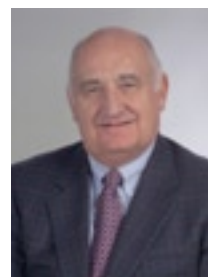
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BOARD CHAIR  
Vice President, Sales and  
Marketing  
Winnipeg Free Press



Mr. Don Lussier,  
BOARD VICE-CHAIR  
President & CEO  
Manitoba Liquor Control  
Commission



Dr. Doug Kisil,  
BOARD SECRETARY  
Kisil Chiropractic



Mr. Raymond Cadieux,  
BOARD PAST CHAIR  
Retired FCA, Partner  
PricewaterhouseCoopers  
LLP



Mrs. Elizabeth Willcock,  
C.M., ARCHBISHOP'S  
REPRESENTATIVE  
Retired Senior Judge  
Court of Canadian  
Citizenship



Ms. Kaye E. Dunlop, Q.C.  
Barrister and Solicitor  
Deputy Chief Adjudicator  
for Indian Residential  
Schools Independent  
Assessment Process



Mr. Garry Hammerback  
Trade Specialist  
Manitoba Trade and  
Investment, Department  
of Competitiveness,  
Training and Trade



Mr. David P. Negus, LL.B.  
Aikins, MacAuley,  
Thorvaldson LLP



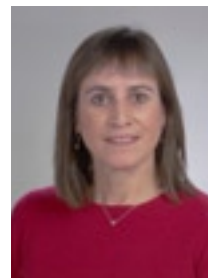
Mr. Jeffrey C. Rohne  
Vice President &  
Corporate Secretary  
TRLabs



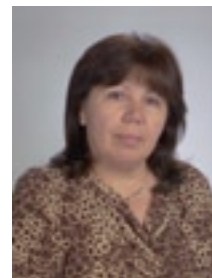
Mr. Walter Skakun  
Motivational Speaker -  
Inspiration Resource Group  
Retired President & CEO  
Consumers Drug  
Mart Ltd.



Ms. Claire Sumerlus  
Head of School  
Balmoral Hall School



Ms. Elizabeth Sweatman  
Health-Care Planning  
Consultant  
English as an Additional  
Language Teacher



Ms. Marilyn Tanner-  
Spence, BN, MA  
Health and Business  
Consultant  
Teekca's Boutique &  
Myleen's Treasures  
Owner/Operator



Mrs. Claudia Weselake  
Retired Health Research  
Technologist