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9 P.M. • Wayne Thompson, coordinator, explains nasal CPAP to Norman Roseman.



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12:23 P.M. • A Health Links-Info Santé nurse responds to a worried mother.



Urgent Care is open 24 hours a day, seven days a week, 365 days of the year.

2008-2009 Report to the Community



MISERICORDIA

Health • Centre

The future of care

BIDDING ADIEU

How does one describe Laurie Finley?

The Misericordia family is going to miss Laurie Finley, who is just winding up his three-year term as our esteemed Board Chair.

Much has happened under Laurie's watch, most notably grand renovations to our Urgent Care waiting area, superb decreases in our wait list times, a massive expansion of our Provincial Health Contact Centre and, of course, our MHC redevelopment announcement.

Laurie truly is a quiet mediator, always seeking a win-win situation. Laurie has strengthened Misericordia's relationship with the Winnipeg Health Region and was invaluable in advocating for our redevelopment.

We have thrived with Laurie at our helm.

And we've thrived with Laurie in the background for many years; he has a long and rich history with us. Laurie actually started as a member of our Foundation Board in 1998.

That's why we're not really bidding adieu to him full stop: Laurie will remain on our board in the Past Chair position and continue to lend his expertise as our redevelopment comes to fruition.

The Future of Care

What does the future of care mean?

Building on our tradition of responsiveness, Misericordia Health Centre continues to evolve to meet the unique needs of the communities we serve.

As the future of care, we specialize in care designed to serve an aging population as well as exceptional out-patient programs.

Medical excellence is no longer contained solely in a hospital environment. More than 90 per cent of health care today is delivered in an ambulatory setting where clients receive treatment within 24 hours. This trend will only continue to grow with new surgical techniques and a greater emphasis on community-based care.

One only needs to look at Misericordia to see what health care will look like in the future: people are coming to us for care – such as Urgent Care visits, cataract surgery, cast settings, physiotherapy, dental surgery or sleep studies – and returning to their own homes or other care settings.

Right now we're actually changing inside and outside – so to speak.

With much support from Manitoba Health and the Winnipeg Health Region, we're in the final stages of the detailed design phase of our redevelopment.

We're on track to go to tender this autumn with demolition and construction to begin this winter or spring 2010.

MHC's Redevelopment

What does redevelopment mean?

It means we're refreshing our aging buildings in phases. We'll demolish the Maryland building first, then the Sherbrook building, and replace them with a modern health complex that includes a striking two-storey glass-walled atrium.

As we rebuild, we're adding complementary programs such the Program for Integrated and Managed Care of the Elderly (PRIME), a day health centre for seniors who want to stay longer in their own homes.

Our Eye Care Centre of Excellence will expand, including space for an Ophthalmology Residency Program, and a new Diagnostic Imaging Centre and Laboratory will be created conveniently next to our 24-hour Urgent Care Centre.

While it seems like planning phases never move quickly enough, we're pleased to report our redevelopment absolutely sprang to life when our new Sleep Disorder Centre officially opened in January 2009.

Living our legacy, Mission and values

Our buildings may be changing, but our culture of caring dating back to 1898 certainly won't be: it is our faith-based Mission that brings additional value to our clinical excellence.

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

Health care that incorporates spiritual values, shared by many different faiths, is what provides that Misericordia experience.

Our residents and patients feel the legacy of our Founders, the Misericordia Sisters, through our staff who live the Sisters' motto of *Compassion of the Heart for Those in Need*.



Rosie Jacuzzi

Rosie Jacuzzi,
President and COO



Laurie Finley

Laurie Finley,
Board Chair



Winnipeg Regional
Health Authority
Caring for Health

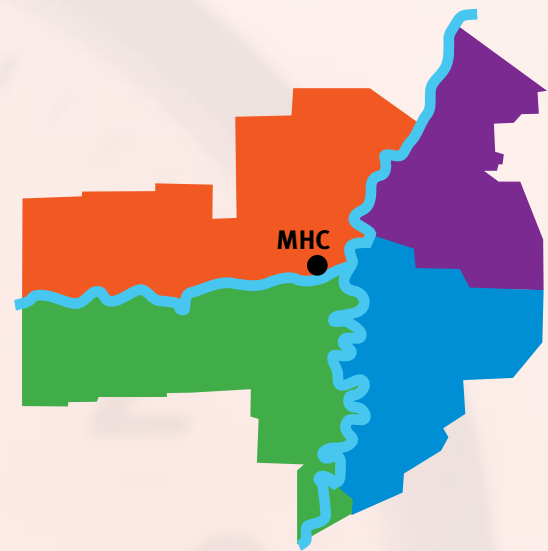
Office régional de la
santé de Winnipeg
À l'écoute de notre santé

WINNIPEG

- NORTH EAST** 16.7%
 - Transcona
 - East Kildonan
 - Birdshill • St. Paul
- NORTH WEST** 28.9%
 - West End • Wolseley • Sargent
 - Westwood • Crestview
 - Downtown
 - North End
 - West Kildonan • Garden City
 - The Maples • Mandalay
 - Lord-Selkirk
 - St. James • Silver Heights

- SOUTH EAST** 13.0%
 - St. Boniface
 - Windsor Park • Southdale
 - St. Vital
- SOUTH WEST** 24.5%
 - St. Norbert
 - Fort Garry • Whyte Ridge
 - River Heights • Tuxedo • Linden Woods
 - Waverly • Fort Richmond
 - Crescentwood • Fort Rouge • Riverview
 - Charleswood • Westdale
- REST OF MANITOBA** 14.8%
- REST OF CANADA** 2.1%

MHC's Catchment Area –
where our patients come from



MISERICORDIA HEALTH CENTRE | EXTERIOR



Eye Care Centre of Excellence

Our dynamic program, which includes 14 in-patient beds, is the largest comprehensive surgical and treatment program in Western Canada.

We have 27 surgical ophthalmologists on staff – many with subspecialty training – serving Manitoba, Northwest Ontario, the Territories and Nunavut.

Yes, Nunavut. Through the Retinal Screening Vision Program, nurses in northern and remote communities use a specialized digital camera to take photos of patients' eyes. The photos are promptly reviewed at a central interpretation centre at Misericordia, and those who need

treatment are referred to a specialist in Winnipeg. It's preventive health care at its best.

We perform over 8,100 eye surgeries annually, including corneal transplants. And over 24,000 patients are seen in our ambulatory eye clinics for assessments and treatments. Our ophthalmologists also provide 24-hour on-call services.

We are leaders in cataract and retinal detachment procedures, glaucoma and

corneal disease. We're also home to the Lions Eye Bank of Manitoba and Northwest Ontario.

Misericordia nursing, social work and occupational therapy staff complement our Eye Care Centre of Excellence, providing eye-health promotion sessions, adaptive counselling and follow up care.

Our nationally-recognized centre will expand during our redevelopment, including space to house an Ophthalmology Residency Program.

Brian's story

When Dr. Brian Book discusses cataract surgery with a patient, the optometrist knows firsthand how they're feeling.

Book recently underwent cataract surgery on both his eyes at Misericordia Health Centre.

"I can really interact with my patients who are going to have it done," said Book, who's been an optometrist since 1977.

"I've seen patients who are a little bit nervous put at ease by my knowledge of what I've been through. I can really empathize with the patients about their concerns, but also direct them to how good it'll be after."

Book's private practice includes himself, four other optometrists and two ophthalmologists, Dr. Davinder Rehsia and Dr. Stephen Brodovsky.

When the 56-year-old's eyesight began failing, particularly for distance, he knew he'd have to have lens implants.

“The care and the treatment that I got was unbeatable.”

Rehsia did one eye and Brodovsky the other, one month apart.

"I was politically correct," Book said with a laugh. "They're both equally talented. I work with two of the best surgeons in the world."

His eyesight is now "unbelievable."

"The care and the treatment that I got was unbeatable," he said.

"I listened to (the nurses) interact with patients who were a little bit more hesitant and I think it's an amazing group of people that they have up there, from the health care aides to the nurses.

"Everybody was very talkative, friendly and made everybody feel at ease."



6:30 A.M. • is when the first cataract patient arrives at MHC; here, Dr. Book is flanked by surgeons Dr. Rehsia (left) and Dr. Brodovsky.

Pediatric Dental Surgery

If children have cavities in their primary teeth, their ability to eat, sleep and speak is dramatically affected without timely treatment. And many are in pain.

Misericordia became a satellite site for pediatric dental restoration in 2005, seizing the opportunity to become a community surgery site to help reduce lengthy wait times in Manitoba.

Today, we perform just over 1,000 pediatric dental surgeries a year and, by joining with the Children's Hospital, have helped significantly reduce wait times in Manitoba.

Children age two to six come to us to have their teeth repaired so they can eat normal diets, sleep without pain and just be kids again. It's a quick process: children arrive in the morning, have their surgery under general anesthetic, rest in our soothing recovery room, and go home the same day.

We know our young patients may be frightened, so we've made every effort to make the

experience as child-friendly as possible: we have a play area where nurses explain the surgery to families, children ride a toy car into surgery and even get to choose a treasure chest trinket to take home - along with information on how to prevent tooth decay.

And we go through a lot of popsicles!

Kilton's story

What started as a routine dental check-up ended with an 11-hour journey, eight crowns and three pulled teeth.

When kindergartener Kilton Michell visited his local dental clinic in Brochet, northern Manitoba, the dentist referred the six-year-old to a pediatric dentist who works at Misericordia.

"The dentist said he had real problems with his teeth," said Wanda Michell, Kilton's aunt.

One flight and one long bus ride later, Kilton arrived with his aunt at Misericordia Health Centre to have his teeth fixed.

“The surgery was only an hour... He was good.”

The dentist chose to put crowns on eight of Kilton's teeth, rather than pull them, so his permanent teeth would have a channel to grow in straight.

"The surgery was only an hour," said Michell. "He was good, no crying or anything, and fell asleep right after the surgery."

Kilton's popsicle of choice? Lime.



8 A.M. • is when the first dental surgery patient arrives at MHC; here, RN Kathy Sansome checks on Kilton after his surgery.

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 practise activities of daily living like banking, shopping and getting on buses. Our *Easy Street* program alone had over 2,150 visits this year, an increase of 25 per cent over last year.

Ambulatory care also meets the needs of our community through specialized clinics including:

cast, wound and footcare, and minor procedures. This year, our clinics had 9,592 visits.

And we gave away 325 stuffed animals to children who required casts or slings. These stuffed animals, that also have casts, are used by our orthopedic technicians to explain to children the medical procedures that will be happening to them.

Tucked into our Ambulatory Care program is our MHC for Lungs service, designed for people with lung conditions such as emphysema, chronic bronchitis or chronic asthma. Every year we have over 700 clinic visits, teaching people how to live with their disease and how to improve their quality of life.

Ksenia's story

Last year, Ksenia Trutnau thought she was destined to live a life filled with pain.

Surgeries and radiation after a 2001 diagnosis of Level 3 breast cancer had taken a toll of her body.

"I couldn't lift my arm above me head, the pain was excruciating," she said.

"I had to have cushions under my arm, I couldn't hold a book up, I had trouble doing any kind of work in the kitchen.

"All you could do was try to endure it with painkillers. I was really devastated with this reality and I didn't know what could be done about it."

She was referred for physiotherapy and got into Misericordia Health Centre's program last fall, a place where she'd gone for three years to treat arthritis.

“The way everyone seemed to be treated was a tribute to the strength of the human spirit.”

A regime of exercises that "wasn't a spa experience" gradually made her pain free in four to five months.

She also came away with a deep appreciation for the staff.

"The way everyone seemed to be treated was a tribute to the strength of the human spirit," said the retired librarian, who still swims twice a week at MHC.

"When you know you're in a place where people are caring for you and are kind and are positive and try to continually encourage and not discourage you, you find that people seem to improve.

"And that takes a certain environment of respect, which is not always available in a place that's harried or hurried or is defined by numbers."



10:30 A.M. • Physiotherapist Judy Volkmar shows Ksenia Trutnau how to use an arm ergometer.

Misericordia Services

Misericordia's diverse health-care programs operate within an interprofessional framework. This framework is supported by a vast array of complementary services, such as volunteers, pharmacy, nutrition, housekeeping, printing and mailing and so much more.

If you visit our Urgent Care Centre, for example, you may be sent to our laboratory – operated by Diagnostic Services Manitoba – for a blood test, or to our diagnostic imaging department for an X-Ray, a CT scan or an ultrasound. And the doctor will discuss your test results with you. This one-stop health services means our patients typically don't have to travel to other facilities for essential tests and consultations.

And our superior support services have made Misericordia the health-care centre of excellence it is today. Picture a doctor operating on a patient in a brightly lit surgical room. Who ordered the operating room instruments and lights? Purchasing. Who got them to the operation room? Shipping, receiving and stores. Who sterilized the instruments? Reprocessing. Who

provided the clean sheets? Laundry. And who cleaned the operating room? Housekeeping.

Our cleanliness standards at Misericordia are higher than the acceptable average. Having a clean health centre means improved infection control. And our customers appreciate it: our housekeeping satisfaction is an impressive 89 per cent.

Lara's story

When Lara McRobbie felt like the world was falling down around her, she was given a helping hand. Or rather make that hands.

After suffering a brain aneurysm in 2007, McRobbie lost peripheral vision in both eyes and her sense of smell and taste.

She was referred to Misericordia Health Centre's interprofessional team and saw an ophthalmologist, an occupational therapist, a social worker and a dietitian.

"Every person I've seen in the health centre has been amazing – supportive, very helpful," McRobbie said.

"Every group in there seems to be hand in hand. They hold your hand, but yet they'll lead you and connect you to the next group."

She recalls one of the dietitians telling her how she went home one night and plugged her nose while eating so she could understand what McRobbie was experiencing.

"That's just unbelievable that somebody would step that far above to just be there for you."

McRobbie used to work for radio stations, but now she depends on her Canada Pension Plan. Staff from different departments helped her with paperwork for her CPP and the women in the ophthalmology office even sent her greetings on her birthday.

"I believe that each person that has dealt with me would be treating their family the same way," she said.

"It's just like a big embrace. That's the way I feel. You're not just a number."



2:15 P.M. • Maria Knaus (left), *Easy Street* clinical dietitian, explains to Lara McRobbie about the importance of eating nutrient-dense foods with an appealing texture.

Long-Term Care

Misericordia Place, a 100-bed warm and inviting personal care home, provides quality long-term 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.

Both our long-term care and interim care residents have access to our other specialized

services designed for the care of the elderly such as eye care, urgent care and rehabilitation services.

Our caring interprofessional team includes physicians, registered nurses, licensed practical nurses, health-care aides, dietary support, a social worker to provide support and information, a recreation facilitator to offer a wide range of recreation and social programming, and

a spiritual care associate to provide spiritual and emotional support.

Our dynamic volunteers are especially prominent in our long-term care program: volunteers help residents to chapel, deliver newspapers and email messages, support a variety of recreation activities, read to residents, assist with pet visiting, and so much more.

Bertha's Story



Bertha Thompson lived 80 years in her Winnipeg home, enjoying her garden and keeping active in the community by bowling and curling.

Since last fall, the 92-year-old has been an interim care resident of Misericordia.

While her walls may have changed, her busy lifestyle hasn't.

Thompson takes part in many of the recreational programs available to residents, from table bowling to curling to quilting.

“When she goes for a nap she wants us to wake her up to come to the programs.”

“When she goes for a nap she wants us to wake her up to come to the programs,” recreation facilitator Binn Khouv says.

“Even her family takes a copy of the calendar home and they come at a different time slot so their mom can come to the programs she enjoys.”

Thompson has two daughters, two grandchildren and three step grandchildren.

She says the programs are important to her.

“I like being with people,” she says. “I can't see sitting around in a room all day. I like to keep busy.”

Khouv says the programs, which include bocci ball outside in the warm weather, are important for residents – mentally and physically.

“When you enjoy doing things you want, then usually you feel better,” she says.

“This is their medicine. It meets their emotional needs.”

6:30 P.M. • Bertha Thompson enjoys a game of table bowling with the encouragement of recreation facilitator Binn Khouv.

Sleep Disorder Centre

In January 2009, Health Minister Theresa Oswald officially opened our new Sleep Disorder Centre.

“Nearly 10 per cent of the adult population lives with a sleep disorder and this first-class sleep centre will help improve the quality of life for many Manitobans,” Oswald said.

“Consolidation and smart planning are already having a dramatic effect on wait times for treatment, and this new facility will allow the number of tests performed each year to nearly double.”

In order to expand the centre from eight beds to 10 to perform more tests, we needed additional polysomnographic technicians. Unfortunately, there wasn't a training program in Canada. So we created one! To date, 10 people have graduated from our training program and are working at Misericordia.

The Sleep Disorder Centre consolidates diagnosis, treatment and follow-up for sleep disorder patients in one convenient location.

Sleep specialist physicians from the University of Manitoba's Section of Respiriology, Department of Medicine, review all the sleep studies performed at MHC.

Our Sleep Disorder Centre performs 10 sleep studies a night, seven days a week and we provide treatment service to over 8,300 patients.

Norman's story

They come from all walks of life, but have one thing in common – sleepless nights.

For the thousands of patients who walk through the doors of our Sleep Disorder Centre, the facility offers them hope for a good night's sleep and a healthier life.

It was a goal reached by retired teachers Norman and Arline Roseman.

For years, Norman's undiagnosed sleep apnea caused him to stop breathing dozens of times during the night.

“I would poke him and shake him till he woke up,” Arline said. “I would say, ‘You've stopped breathing.’ As soon as he went back to sleep, it would happen again.”

“It's 100 per cent better.”

Frightened and frustrated, Arline finally convinced him to be tested.

When Norman awoke during the testing, the technician came in and put on a continuous positive airway pressure (CPAP) device before Norman went back to sleep.

“In the morning, I found out I had stopped breathing in the first part about 50 to 60 times an hour, whereas the rest of the time with the CPAP machine it was once or twice during the whole time,” said Norman.

The portable device – a mask fits over his nose connected to an air hose – is provided free of charge and he uses it nightly.

“It sure made a difference,” said Norman.

“It was totally different right away,” added Arline. “It's 100 per cent better.”



9 P.M. • Wayne Thompson, coordinator, explains nasal CPAP to Norman Roseman.

Provincial Health Contact Centre (PHCC)

Misericordia Health Centre operates the Provincial Health Contact Centre,

an internationally recognized contact centre that technologically supports health and social services delivery in Manitoba in cooperation with Manitoba Health and the Winnipeg Health Region.

Clinical Programs

Health Links-Info Santé – where nurses provide bilingual advice and information 24/7 – is the PHCC's largest provincial clinical program.

Other clinical calling programs include the Breastfeeding Hotline, Heart Failure and Chronic Disease Management program and various public health services such as the annual Influenza and West Nile Virus programs.

Non-Clinical Programs

The PHCC operates various non-clinical calling programs in support of Home Care, Family Services and Housing, Employment and Income Assistance and other agencies requiring the PHCC's expertise. These calls, often after-hours, include people seeking everything from food to transportation.

By the numbers

- The PHCC operates almost 30 inbound and outbound calling programs
- The centre received over 550,000 calls last year

- More than 185,000 calls were made to Health Links-Info Santé, which operates 24 hours a day, seven days a week, 365 days a year
- About 80 full- and part-time registered nurses answer calls at Health Links-Info Santé, which has access to interpreters for 110 different languages
- Almost 200,000 calls came in to the After-Hours Central Intake program last year
- Almost 200 patients were helped through the centre's Heart Failure and Chronic Disease Management program

A Parent's Story

The parent on the other end of the phone was worried.

Her child had a cough and she was concerned because of media reports about the H1N1 flu virus.

The registered nurse from the Provincial Health Contact Centre's Health Links-Info Santé program discussed the child's symptoms and offered advice about whether to treat the symptoms at home, see a family doctor or visit an emergency room.

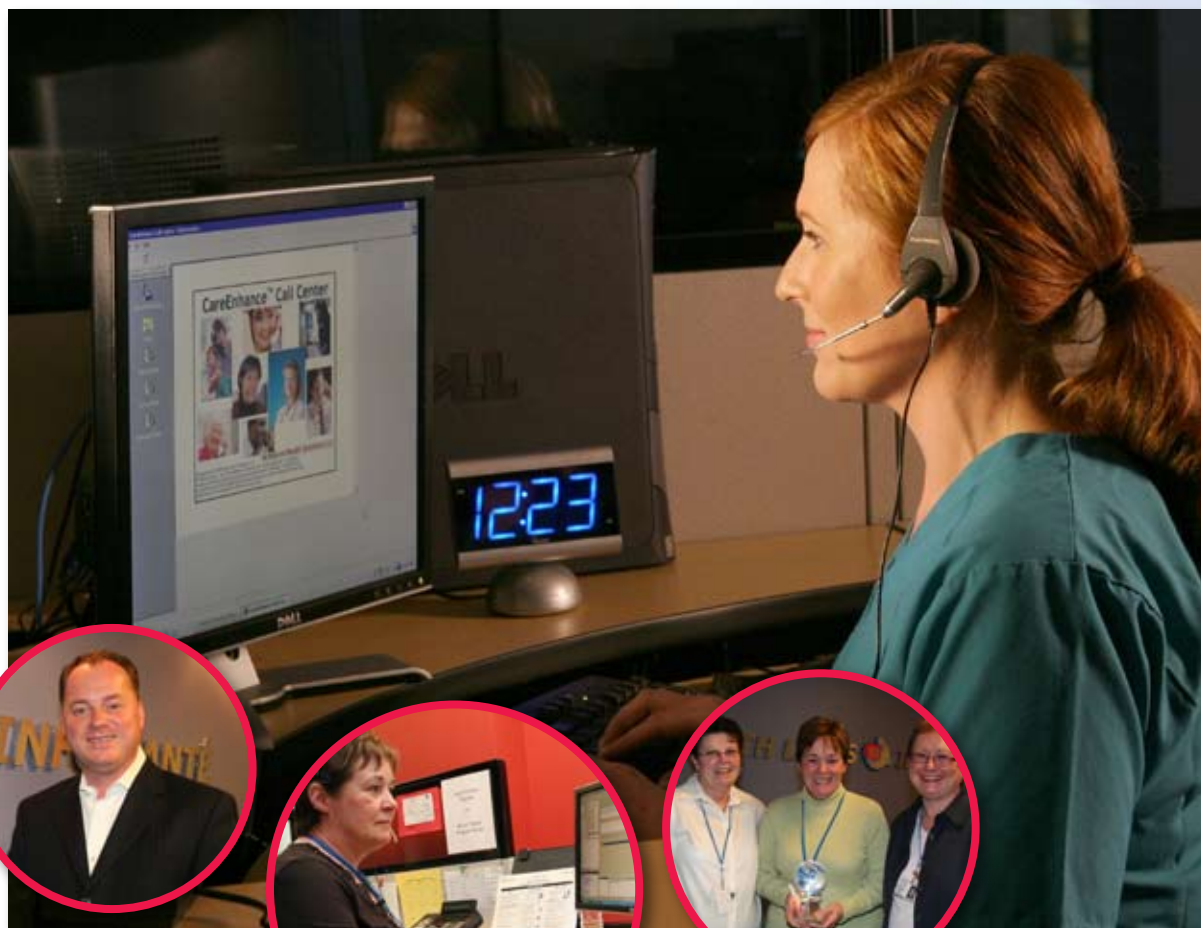
The mother thanked the nurse and told her it was such a relief to be able to get one-on-one contact so quickly.

“At the start, a lot of this was just allaying fears.”

The call was one of hundreds Health Links-Info Santé received after it became Manitoba's front-line support for information about the virus.

“At the start, a lot of this was just allaying fears,” PHCC Chief Contact Officer Paul Nyhof said. “We had a lot of questions around the travel bans. Now the focus has changed to assessing clients with influenza symptoms.”

Started in 1994, Health Links-Info Santé was the first telephone, nurse-based triage system in Canada. To speak to a Health Links-Info Santé nurse, call 788-8200 in Winnipeg or toll-free 1-888-315-9257.



12:23 P.M. • A Health Links-Info Santé nurse responds to a worried mother.

Urgent Care

When our Urgent Care Centre opened in 1998, it was 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.

In addition to health assessment and treatment, patients also have access to other interprofessional services such as diagnostic testing, social work, physiotherapy, occupational

therapy, nutrition and pharmacy and respiratory therapy.

Our redeveloped waiting area is a calming, home-like setting with large-screen television, slate brick fireplace and large windows overlooking the Assiniboine River. Our kids play area, complete with sofa chairs and toys, helps put our younger patients at ease.

New this year: our Urgent Care Centre is the first health facility in Winnipeg to offer patients free wireless access to the Internet in our waiting area.

Our centre plays a strong role in providing support for local emergency departments, helping over 40,000 people a year.

Many Stories

+ // **URGENT CARE** //

OPEN
24
HOURS

It's difficult to provide a snapshot of just one Urgent Care patient because we have such diverse cases – everything from babies with high fevers to cuts that need stitching to those living with mental health issues.

Here are just a few patients we've seen recently:

- 87-year-old woman who slipped on her stairs at home – needed crutches for a bit before she was back to her active self
- man with dangerously low potassium – at risk of sudden cardiac arrest, required stabilization and transfer to an emergency room
- middle-aged individual returning from a tropical vacation arrived with psychotic symptoms – initial assessment was for mental health issue and urgent session with MHC's Mental Health Services psychiatrist arranged. In consultation, Urgent Care physician investigated for other contributing factors and determined patient's psychosis stemmed from a reaction to anti-malarial medications
- steel-worker with a piece of metal in his eye – metal fragment removed and referred to our ophthalmologist on call for follow-up
- man with a broken wrist who'd fallen off his bike – set his wrist and referred for follow-up to an orthopedic specialist at our cast clinic
- woman with infected cat bite – required intravenous antibiotics and coordinated with Health Links-Info Santé to forward animal bite information to Public Health for their management and follow-up
- visitor to Winnipeg, referred to us by his hotel, developed a fever and severe cough – assessed and treated for pneumonia
- mother whose children had been diagnosed with pinworms and was concerned she, too, was affected; unable to get into her family physician – given pinworm medication



Urgent Care is open 24 hours a day, seven days a week, 365 days of the year.

Misericordia Health Centre Foundation

Our Success is Your Success

As always, we like to start every message from the Misericordia Health Centre Foundation with a very sincere thank you.

Our work to enhance patient care for Manitobans is critical and it just wouldn't be possible without the incredible individual and corporate support we receive. For this you have our deepest gratitude.

Whether we're sending you our latest mail appeal, asking you to participate in one of our many signature special events or reminding you to keep Misericordia in mind when planning your estate – your generosity has been inspiring. And through that generosity we have been able to make a direct impact on the lives of the people who walk through our doors each day.

A unique approach to care

Our role at Misericordia is a unique one and it's a role we're extremely proud of. When you first look at the number of diverse programs that call Misericordia home, they could easily appear unrelated. But it's when you take a closer look that you find the common thread.

From our Eye Centre of Excellence to Urgent Care, from the Sleep Disorder Centre to Long-Term Care – our goal is to empower each patient and each resident through the health care we provide, with a special focus on the elderly and their specific health-care needs.

Meeting the needs of change

Why is that important? Well, it's not news that our population is getting older and as that aging continues we are being faced with new health challenges. As those challenges continue to change and grow, so must the health-care programs we have in place to address them – and Misericordia is doing just that.

Through a mix of current programs along with expansions and additions on the horizon as part of Misericordia's redevelopment project, we are truly becoming the future of care. Programs that

Continued on page 13...

Isabel's story

The connection between the Crowson family and Misericordia Health Centre is long and strong.

From 1960 until his retirement in 1987, Dr. Neville Crowson was a well-known, respected pathologist and director of laboratories at the centre.

In the mid-1980s, his youngest of two sons, Neil, also worked there as a pathologist and later became the director of laboratories.

Over the years, Neville and his wife, Isabel, were also patients.

When Neville passed away in 1997, his widow couldn't think of a more fitting place to make donations in his memory. "He was a prominent physician and he loved his work at the hospital and the respect that the hospital had for him - the administrators and staff," Isabel said.

“He was a prominent physician and he loved his work at the hospital”

"This was my husband's livelihood for a number of years and I feel that I myself should give back to the community and this is one service that I like to support."

She didn't ask that her donations be used for anything specific, but was told some of it went toward the new urgent care waiting area.

"I'm very interested in what the health centre is doing now," she said. "I've always been pleased with the way they're using the funds that I've been giving. It's not a lot of money, but I think they use it very sensibly."



Donor Isabel Crowson smiles in the Urgent Care waiting area, close to where *Isabel Crowson, in memory of Neville Crowson* (inset) is etched in glass.

Continued from page 12...

enable people to live lives of independence and dignity while drawing on the health-care system for the support they need.

This is the role Misericordia is determined to play and it's something Manitobans continue to make possible through their support of the Misericordia Health Centre Foundation. More than any other province, we have already shown time and time again that we're willing to financially support causes that make life better for our fellow citizens.

A final word of thanks

As the health-care landscape continues to evolve around us to meet our changing needs and those of our families, we ask that you continue to recognize the impact Misericordia has on the people around you and that you continue to see Misericordia as worthy of your support.

Thank you.



Wynn Sweatman,
Board Chair

Kevin Hunter,
Executive Director



TEL: 204-788-8458

2008-2009 MHCF 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 raise \$5 million towards this endeavour – our most ambitious initiative to date.



Nancy Adkins
Special Education
Resource Teacher
Winnipeg School Division



Simon Bedard
Senior Vice-President
Mackenzie Financial
Services Inc.



Kingsley Bowles
CEO, Precision Metalcraft Inc.



Dr. Stephen Brodovsky,
FRCS(C), Eye Physician and
Surgeon, Cataract, Corneal
and Refractive Surgery



D. John Brownell, CFP, CLU,
President, Brownell Financial
Services Inc.



David Chan
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Mike Dennehy
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Board Member



Paul V. Jacuzzi
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Jon Kreviazuk
Board Member



Barbara Leslie
Board Member



Michael Radcliffe
Board Member



Jim Rae
Communications Consultant,
Retired journalist, CBC Radio



Wynn Sweatman
President
Sweatman Insurance
& Retirement Services



Hymie Weinstein, Q.C.
Barrister & Solicitor
Attorney at Law
Myers Weinberg

MISERICORDIA BY THE NUMBERS 2008-2009

Over **\$60 million** operating budget

278 university and college students trained with us – from physiotherapists to paramedics to dietitians

277,659 meals served to our residents and patients and **86%** were satisfied with their meals

18,610 Meals on Wheels sent to our community

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

Value of volunteer work: **priceless**

1,032 full-time, part-time and casual staff

Average age of staff is **46.3 years** and average length of service is **9.3 years**

78,228 pounds of waste were diverted from landfill to recycling – that's **16.9%** of our total waste

150 new blue boxes throughout MHC

Misericordia Financial Report 2008-2009

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 our financial resources.

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

REVENUE	2008-2009
MB Health/WRHA	83.6%
Resident Income	7.0%
Other Sources	5.3%
Amortization of Deferred Contribution	3.7%
Other Patient Income	0.4%
EXPENSES	2008-2009
Salaries and Benefits	65.9%
Other Supplies and Expenses	19.9%
Drugs, Medical and Surgical Supplies	10.4%
Amortization Expense	3.8%

The Future of Care

Misericordia specializes in unique out-patient programs as well as care designed to meet the needs of an aging population.

Ambulatory Care

28,155: number of visits to our cast clinic, *Easy Street*, wound and foot clinic, minor procedure clinic, physiotherapy and occupational therapy areas

Diagnostic Imaging Services

18,401: number of CT scans, ultrasound exams and ECG procedures

20,632: number of X-rays performed

Wait time for an X-ray at Misericordia: **none**; we guarantee same-day service

Eye Care Centre of Excellence

8,162: number of ophthalmology surgeries performed, including cataracts

1,097: number of macular degeneration treatments performed, including Avastin treatments

Laboratory Services

16,874: number of blood collections taken

Long-Term Care

Our **100** long-term care beds at Misericordia Place were full **100%** of the time, with **34** admissions

Our **150** interim care beds were full **93%** of the time, with **286** admissions

MHC for Lungs

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

Pediatric Dental Surgery

1,089: number of pediatric dental surgeries performed

Provincial Health Contact Centre (PHCC)

The PHCC received over **550,000** calls; more than **185,000** were Manitobans calling our Health Links-Info Santé health information line

Sleep Disorder Centre

Over **8,300** patients received treatment service

Social Work

12,704: number of social work visits – here at Misericordia and in our community

Urgent Care Centre

40,291: number of visits

Misericordia Health Centre

Year in Review 2008-2009

APRIL (2008)

A Manitoba first: three ophthalmic sedation practitioners join ophthalmology team • Foundation hosts Angel Ball gala; Sam Fabro accepts inaugural Angel Award



MAY

MHC honours nurses during National Nurses Week • Sandy Bell, director of patient safety, and Karen McCormac, education facilitator, win *Manitoba Injury Free Award* for Research • Foundation hosts first Donor Appreciation Brunch, highlighting redevelopment plans



JUNE

Almost half of all MHC's staff join first-ever *Step it Up Challenge*, walking their way to good health • Provincial Sleep Disorder Centre consolidates by moving to

MHC • World Elder Abuse Awareness Day commemorated with resident-made life stages quilt • Valuable volunteers recognized in evening of community groups performances

JULY

Provincial Health Contact Centre receives McKesson Technology Solutions 2008 VIP Award for its use of information technology • Health

Minister Theresa Oswald tours MHC to learn more about redevelopment plans • Foundation hosts popular 19th Annual Misericordia Golf Classic • Residents enjoy summer garden party at Misericordia Place



AUGUST

Recreation recreates wonderful summer memories with *Moonlight Special Train Ride Dance* • University of Manitoba international students volunteer at MHC through new pilot program • Social workers host *Overcoming Anxiety* group



SEPTEMBER

Annual Staff Appreciation BBQ • Corie Haslbeck, occupational therapist, presents *Pathways to Independence* at Vision 2008 conference •

Community IV Program comes to Urgent Care • First MHC Adventure Boot Camp • MHC's dragon boat team paddles to 38th place out of 107 recreational teams



OCTOBER

Giving Back, Going Forward staff Charities Campaign raises almost \$35,000 for United Way and MHC Foundation • Misericordia Heritage Group and Collaborators' gathering • Memory service for deceased residents, staff and volunteers

NOVEMBER

MHC celebrates long-service employees, honouring 2,016 years of collective service in 2008 • Gabriella Davis, after-hours staff member, and Paul Nyhof, chief contact centre officer, accept 2008 Manitoba Excellence in Call Centre Achievement Awards for employee and manager of the year, respectively • Msgr Chartrand, MHC advisory board, is awarded Catholic Health Association of Manitoba Citation of Merit Award



DECEMBER

Over 100 Angel Squad angels take over Maryland bridge in support of Foundation • MHC celebrates 110th anniversary of the arrival of the Misericordia Sisters to Winnipeg with *Back in the Habit* social • Turkey smells fill hallways as home-cooked turkey dinners served to all residents and staff • Spiritual Care presents *Celebration of Lights* in St. Luke's Chapel



JANUARY (2009)

Health Minister Theresa Oswald officially opens Sleep Disorder Centre • Founders of Point Seven Snowball, helping bring positive change to extreme poverty, visit MHC • New Year's party for residents, in the afternoon of course

FEBRUARY

Patty Darvill, ophthalmic photographer, awarded two honourable mentions by the American Academy of Ophthalmology and the American Academy of Cataract and Refractive Surgery • Spiritual Care recognizes *World Day of the Sick*



MARCH

Federal Health Minister Leona Aglukkaq makes national nursing announcement at Misericordia Place • Urgent Care offers patients free Internet access through wireless technology, a first in Winnipeg • Seven leaders attend Catholic Health Association of Manitoba's Leadership Ministry Orientation • MHC celebrates Social Work and Nutrition month by supporting Winnipeg Harvest

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 guidance to our Board of Directors.



Mr. Jerry Kruk
CORPORATION CHAIR
Retired 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, FCA
WRHA Board Member
Retired Partner
PricewaterhouseCoopers LLP



Myron Musick
Retired Division Manager
Manitoba Hydro

2008-2009 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 •
Jerry Kruk • Don Lussier • Myron Musick • Carole Osler

2008-2009 Honorary Board Members

Allan Denton • R.A. (Sam) Fabro



MISERICORDIA
Health • Centre
The future of care

Communications & Public Relations

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2008-2009 Misericordia Health Centre Board of Directors

The volunteer directors of our Misericordia Health Centre Board are accountable to our community, the Winnipeg Health Region and Manitoba Health for delivering safe, high-quality faith-based care to our residents and patients 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.



Mr. Laurie Finley
BOARD CHAIR
Vice-President,
Sales and Marketing
Winnipeg Free Press



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



Dr. Doug Kisil
BOARD SECRETARY
Kisil Chiropractic



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



Rev. W. Richard Arsenault
ARCHBISHOP'S
REPRESENTATIVE



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



In memory of
Mr. Nick Laping



Mr. Jeffrey C. Rohne
Interim President &
CEO TRILabs



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



Ms. Claire Sumerlus
Former Head of School
Balmoral Hall School



Ms. Elizabeth Sweatman
Manager of Patient
Safety, Quality & Risk,
Health Sciences Centre



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