

# Misericordia Health Centre from A to Z



**2009-2010 REPORT TO THE COMMUNITY**



**MISERICORDIA**

Health • Centre

*The future of care*

# The Future of Care

The year 2010 couldn't come fast enough for Misericordia Health Centre! It marks the beginning of a decade in which we will see our aging Maryland and Sherbrook buildings demolished and a new health complex rise in two phases to meet the needs of Manitobans.

Phase 1 of our capital redevelopment involves the demolition of the Maryland South building and the creation of a new two-storey building to house our expanded programs, including the consolidated Eye Care Centre of Excellence, diagnostic imaging, laboratory services and our new PRIME program – a day health centre for seniors who want to remain in their own homes.

Phase 2 means saying goodbye to our Sherbrook building and the creation of a new Misericordia Chapel and other aesthetically pleasing features of our redevelopment, including a striking new front entrance.

We are pleased to report – with the professional consultation of Number Ten Architectural Group – the detailed design stage for the first phase of our redevelopment project is now complete and was submitted in January 2010 to Manitoba Health for approval by the provincial Treasury Board.

All our planning and designing is finally finished. Treasury Board approval is the last step before we can start building the essential glass staircase on our Cornish building. Redevelopment of the

Maryland building will provide a link between our existing towers while our new health complex is under construction.

We are grateful for the support of the Winnipeg Health Region, Manitoba Health and, of course, for the blessing of the Archbishop of Winnipeg, Most Reverend V. James Weisgerber.

Once Treasury Board has approved our plans, we can proceed to construction and our MHC Foundation will officially launch the THRIVE campaign to raise necessary capital dollars for our redevelopment project.

We can't wait!



*Kaye E. Dunlop*

Kaye E. Dunlop, Q.C.  
Board Chair



*Rosie Jacuzzi*

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:** 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.



**OUR VALUES:** When you come to Misericordia Health Centre, your care will be centred around our core values of caring, respect and trust.



# Ambulatory Care

Misericordia's Ambulatory Care program is an A-Z unto itself.

This diverse program includes everything from treatment clinics – such as cast and footcare – to rehabilitation services to MHC for Lungs, where

we teach our patients with lung conditions such as emphysema to improve their quality of life.



# Benefactor

## Dorothy's story

Dorothy Danzker used to enjoy walking from her Middle Gate home to Misericordia Health Centre, where she volunteered in the gift shop.

Now the estate of she and her late husband, Mark, has given a gift to the MHC Foundation to start a much-needed program.

The Mark & Dorothy Danzker Perpetual Trust donated \$15,000 to set up the End of Life Care Project.

The project helps provide quality care, comfort, dignity and respect to long-term residents of Misericordia who are nearing death.

"If it's inevitable that somebody is in end of life care, all you can do is make that time period that they're spending and waiting as easy as possible," said Lawrence Cohen, a long-time friend of the Danzkers who is the trustee of the fund held by the Jewish Foundation of Manitoba.

"This project does that."

The project includes care carts, care baskets, day beds and blanket warmers used by the residents and their visitors.



Care carts are stocked with specialty items such as mouth moisturizer and deodorant wipes. The baskets include a CD player and soothing CDs, a Bible, Kleenex, lotion, writing pads, puzzle books, reading material, hot chocolate, teas and coffee.

Day beds provide loved ones with comfortable seating or a place to have a nap or overnight stay.

Two blanket-warming machines help take away the chills residents often experience because of their frail conditions.

"A warm blanket is like a warm hug, even on summer days when air conditioning is running, but especially during the winter months," said Allison Kesler, director for major and planned gifts, MHC Foundation.

The Quiet Room at Misericordia Place, an aptly named room for families to rest, has been dedicated in the Danzkers' honour.

To learn more about making a difference at MHC, and the ways in which you can be recognized for your generosity, please contact the MHC Foundation at: 204-788-8458.



Lawrence Cohen, fund trustee, stands beside the Danzker recognition plaque.

# Community partners

Misericordia Health Centre has deep ties to the communities it serves.

Our on-site health partners include CancerCare Manitoba, Lions Eye Bank of Manitoba and Northwest Ontario and Wolseley Family Place, a resource centre which serves at-risk families with children living in the inner city of Winnipeg. Although the care of young, single mothers and their babies ended at Misericordia in 1965, we

remain supportive to Villa Rosa. We also work closely with CNIB and the WRHA's Community Psychiatrist On-Call Consultative Service. And, naturally, our Catholic health-care partners – such as the Archdiocese of Winnipeg and the Catholic Health Alliances across North America – shape who we are today.



# Dental



Going to the dentist is not something a child always looks forward to, but staff in MHC's Pediatric Dental Surgery program try to take away any anxiety young patients may feel.

When children aged two to six arrive at the clinic, they go to a play area with their parents or caregivers where nurses explain the surgical procedure.

The youngsters ride a toy car into surgery and recover in a room with subdued lighting, soft music and a popsicle or two!

Before children go home, they can choose a toy from a treasure chest.

Almost 1,000 surgeries are performed each year to remove teeth, fill cavities and insert crowns – giving kids the relief they need to eat normal diets and sleep without pain once again.



# Eye Care Centre Of Excellence

Our Eye Care Centre of Excellence is the jewel of Misericordia.

The largest comprehensive surgical and treatment centre in Western Canada, this dynamic ophthalmology program has more than 20 surgical ophthalmologists who assess and treat 24,000 patients and perform more than 8,200 surgeries annually, including 500 on an emergency basis.

Our patients come from Manitoba, Saskatchewan, Northwest Ontario, the Territories and Nunavut.

We come to our patients, too. Through the specialized Retinal Screening Vision Program, nurses in northern and remote communities use digital cameras to take photos of patients' eyes. The pictures are reviewed at a central interpretation centre at Misericordia, and only those in need of treatment are referred to a specialist.

Our ophthalmology centre is also home to the Lions Eye Bank of Manitoba and Northwest Ontario, where eye donations are used for transplantation and education.

We're excited to be building a new expanded Eye Care Centre of Excellence, including space to house an Ophthalmology Residency Program, during Misericordia's redevelopment!



Dr. Andrew Mis examines Mark Eetak at a follow-up appointment after Mark's cataract surgeries.

## Mark's story

Some of Mark Eetak's greatest pleasures in life are hunting for caribou and looking at the stars twinkle in the Nunavut sky.

He also enjoys sitting in his house in Arviat – about 260 kilometres north of Churchill – making jewelry and carvings to sell.

But slowly over the years, he noticed his eyesight was failing and he had to stop the activities he loved and couldn't even drive at night.

That is until he travelled to Misericordia's Eye Care Centre of Excellence and Dr. Andrew Mis performed cataract surgery on both eyes, six months apart.

Now the 61-year-old's life is back to normal.

"He didn't know that it could turn out so perfectly," said Eetak's wife, Angie.

"Everything is so clear, like when he was at a young age."

She's happy he's able to hunt again for food that helps feed their eight children.

"It's so perfect," she said. "We thank Dr. Mis very much for his help."

"I'm just so happy I can make a difference in his life and get him back to doing what he was doing before," Dr. Mis said.



# Foundation

It is more than 100 years since four Misericordia Sisters arrived in Winnipeg to care for young, single mothers and their babies.

Since then, Misericordia has made a real difference in people's lives and in the way health care is delivered.

The Misericordia Health Centre Foundation has played a key role in supporting patients, residents and their families. None of what happens at our unique facility would be possible without the kind and generous support of our many donors, sponsors and volunteers.

**Thank you for that.** We are inspired daily by your generosity.

You partnered with us in some incredible projects in the past year, including the purchase of a new state-of-the-art corneal topography unit. This will significantly enhance ophthalmologists' ability to diagnose corneal conditions that may require ongoing treatment or surgery.

Many of our donors share in the vision of our upcoming THRIVE campaign. Because of them,



we're off to a tremendous start in supporting our eagerly anticipated capital redevelopment – with new and expanded programs on the horizon.

Misericordia is certainly not the largest health-care facility, but the impact we have on the health of everyday Manitobans is remarkable – and our role continues to grow.

We are committed to keeping the same Misericordia spirit of compassion brought by our founding Sisters, while at the same time changing to meet the health needs of our community.

We believe Misericordia is building the future of health care – care that is more personal, more focused, more responsive, more effective and more cost efficient, but still driven by compassion.

We couldn't do it without all of you. Your support makes our future one of strength and for this we thank you.



*Wynn Sweatman*  
Wynn Sweatman,  
Chair



*Patti Smith*  
Patti Smith,  
Executive Director



## Going Green

In the time of living green, how can a health-care facility take steps toward a more sustainable method of cleaning and still maintain superior levels of cleanliness?

MHC has found the solution in microfibre cloths. We were the first health centre in Winnipeg to exclusively use these eco-friendly products, and we're saving 400,000 litres of water every year.



MHC also diverted 107,781 lbs of waste from landfill to recycling this year. At an astonishing 23 per cent of our total waste, that's the highest of any health-care facility in Winnipeg.

# Hair salons

At Misericordia Health Centre we know if we look better – we feel better!

That's why we offer full salon services for our residents at both Misericordia Health Centre and our personal care home, Misericordia Place. Residents enjoy personalized treatment and the opportunity to socialize with new friends.



MHC hairdresser Erlinda Domingo, also known as the singing stylist, poses with interim-care resident Kay Rausch.



# Interprofessional framework

Misericordia's diverse health-care programs operate within an interprofessional framework.

That means our patients and residents are assessed and treated by a collaborative team of professionals, ensuring holistic care.

If you visit our Urgent Care centre, for example, a volunteer may direct you to sign in before a nurse triages you. You may be sent to our lab for a blood test or to diagnostic imaging for an X-ray – and a health-

care aide may help you there if you need assistance – before the doctor discusses your test results with you. The doctor may refer you to a social worker, a dietitian, a physiotherapist, an ophthalmologist or another health-care professional.

This one-stop health services model puts the patient at the centre of all that we do.



# Jumping

Keeping our staff as healthy as they can be is a top priority at Misericordia Health Centre.

We're proud to be a Manitoba Workplace in Motion, encouraging our employees to build physical activity into their daily routines. And we're making it easy to do just that by offering yoga, pilates, adventure boot camp and circuit training classes to complement our 24/7 fitness centre. MHC is also home to a 50-foot swimming pool that is available to staff.



# Knowledge



It is said knowledge is power. At Misericordia, we use best practices – techniques that have been proven through experience and research to be most effective – from across the country to care for our patients and residents.

And we learn from health researchers who create best practices, like methods to best deal with pandemics such as the recent H1N1 flu.

We take research very seriously because it allows us to study ways to improve the quality of life of our patients and residents. Our researchers study

everything from improving vision for the elderly to how certain medications affect breathing during sleep to post-operative complications. This year, our Focus on Falls' researchers were rewarded with the 2009 Manitoba Innovations Award for their ongoing vision screening project.

## Long-Term Care

When seniors leave their homes and move into a long-term care residence, it's important they be in comfortable surroundings and feel respected and valued.

Misericordia Health Centre uses a team approach to achieve those goals at Misericordia Place and its interim-care units – providing quality care 24 hours a day.

Misericordia Place is a 100-bed personal care home connected to the health centre through an enclosed walkway. Residents are encouraged to make their private rooms feel like home with personal items.

A similar atmosphere is seen in the rooms of 150 residents living in the interim-care units as they await placement in the personal care home of their choice.

Residents in both facilities take part in recreational and social activities that foster a sense of community. Meals are served in a common room and visitors are encouraged.

Recreational, spiritual and social activities include bocce ball outdoors in warm weather, shuffleboard, table bowling and curling, card games, knitting groups, bible study and religious services. Residents also enjoy outings to local historical sites, parks, baseball games, Winter Wonderland – and more.

Residents have access to an interprofessional team, including physicians, nurses, health-care aides, dietitians, spiritual care associates, social workers, rehabilitation professionals, recreation facilitators and volunteers.

Volunteers support long-term care residents in so many ways – everything from helping to attend chapel services to assisting with sending and receiving emails to simply sharing time by reading books or strolling together.



## Claudia's story

Claudia Ploschak recalls the many hours she spent as a young girl pressing flowers she'd glue on pictures or cards.

It's a skill she honed over the decades and now she's passing her knowledge on to young girls from Balmoral Hall School.

The students are visiting Misericordia Place, the personal care home where Ploschak has lived for two years, so the 87-year-old can teach them how to do the intricate craft.

"It's a delicate job," Ploschak said while holding one of the framed cards she made with pressed purple and blue pansies.

"I enjoy it. It gives you some kind of satisfaction. For the kids, I think it would be interesting."

Ellen Locke, manager of recreation services at Misericordia Health Centre, said such programming will benefit Ploschak and the students.

"For someone like Claudia who takes great pride in her work, the knowledge that she is passing on the skill of flower pressing makes her feel good," Locke said.

"For the students, they are learning a new skill that they can use to create something both beautiful and useful. It's something they can share with family and friends."

Ploschak used to volunteer in the community and the program will continue that connection.

"When we first approached her with the idea of teaching the students the art of flower pressing, her eyes lit up and there was a big smile across her face," Locke said.



Misericordia Place resident Claudia Ploschak demonstrates flower pressing to Balmoral Hall School students.

# Misericordia Sisters

Our history shapes our future.

To understand the vibrant health centre Misericordia is today, we need only to look to our founders – the Misericordia Sisters.

Four Misericordia Sisters journeyed from Montreal to Winnipeg on Dec. 1, 1898 to set up a safe, healthy environment for single mothers and their infants.

For more than 100 years, Misericordia Sisters accomplished so much in Winnipeg – everything from running an orphanage, a maternity hospital and a general hospital to creating a School of Nursing to advocating for donations and inspiring communities with calls to action.

It was a difficult day for everyone when the remaining Sisters entrusted the ownership of our health centre to our five Misericordia Corporation members and returned to their Motherhouse in Montreal in 2004. The Sisters do follow our progress and continue to be actively interested in Misericordia Health Centre's evolution.

While our Health Centre has evolved – continually changing to meet the needs of

Manitobans – we will always remain guided by the Mission and values of the Misericordia Sisters.

It is a privilege to follow the path of the Misericordia Sisters and continue to carry on their legacy of compassionate care.

It is this faith-based Mission that brings additional value to our clinical excellence. As our residents, patients, families and staff tell us – there is something intangibly special about Misericordia Health Centre.



## Nursing Practice Council

Misericordia's Nursing Practice Council is a diverse group of professional nurses who are competent, respectful and accountable.

These nurses communicate and review current care issues to ensure continuing excellence in nursing practice.

The Nursing Practice Council helps create a supportive environment where nurses are valued, trusted and empowered so they are satisfied with

their work life and are proud to be a Misericordia Health Centre team member.

As nursing leaders, we use evidence-based knowledge to ensure the delivery of safe, high-quality care exceeding community expectations.



## OSP's

Our seven Ophthalmic Sedation Practitioners – unique in Manitoba to Misericordia's Eye Care Centre of Excellence – are an adjunct to anesthesiologists and have been part of our interprofessional team for the past two years.

Under the supervision of an anesthesiologist, OSPs monitor patients who receive mild to moderate sedation during eye procedures such as cataract surgery.

OSP's assess the patients before surgery, decide on what medication to use, start an IV and monitor the patients before, during and after surgery to ensure their comfort and safety.



# Provincial Health Contact Centre



For thousands of Manitobans each year, help is really only a phone call away.

The Provincial Health Contact Centre, operated by Misericordia Health Centre, has 30 clinical and non-clinical telephone programs that received more than 580,000 calls in the past year.

The Health Links-Info Santé bilingual program was the first telephone, nurse-based triage system in Canada. A staff of 80 full- and part-time registered nurses answer calls 24/7. Interpreters are available for more than 110 different languages.

The program received almost 250,000 calls in the past year, with nurses answering questions about concerns ranging from a child's fever and stomach ache to severe abdominal pain to H1N1 flu virus symptoms.

Another clinical program called TeleCARE/ TéléSOINS, which helps Manitobans with congestive heart failure or Type 2 diabetes, has recently expanded to rural areas. The program, which had close to 1,000 calls last year, also uses videoconferencing. To enroll, please call 788-8688 in Winnipeg or toll-free 1-866-204-3737.

Non-clinical calling programs offer support for a range of services, including Home Care, Family Services and Housing and Employment and Income Assistance.

Callers may be seeking food, transportation or enquiring about a missed home care appointment. Many of the calls come in after hours, providing citizens with information they need around the clock.

## Gail's story

Gail Martin receives regular phone calls throughout the year, but they're not because of special occasions. Still, they brighten her day and make her feel that someone cares.

Martin is part of the Provincial Health Contact Centre's province-wide TeleCARE/TéléSOINS program because of her congestive heart failure.

Since joining the program about four years ago, Martin receives regular calls from a nurse to monitor how she's doing.

"If I didn't have the regular contact, I think it would have meant I might have died," said Martin, 72.

"I could have had a heart attack because I was eating all the wrong foods."

The specially trained nurses ask about her blood pressure, weight, if she's been short of breath or had any pain or swelling of her feet or hands.

The calls initially came every few weeks and focused on her diet and the symptoms she should watch for that might signal problems. She was also sent helpful educational material.

She was told to reduce her salt intake and avoid the centre aisles in a grocery store, which she didn't know have a lot of salt-laden, processed foods.

She's been fortunate to have the same two nurses call. She considers them friends.

They now phone two or three times a year and their advice has helped her shed more than 50 pounds. She's only had to go to the hospital once, despite also having kidney disease and arthritis.

"I feel wonderful when I look in the mirror," Martin said. "I feel better when I get up and go around. I'm not so tired."

"I don't think I would have accomplished all of this stuff without those nurses."



Winnipeg: 788-8200  
Toll-free: 1-888-315-9257



## Quiet on the set!

Misericordia Health Centre is a popular hospital location for movie shoots!

Did you see our Eye Care Centre of Excellence in *Keep Your Head Up, Kid: The Don Cherry Story?* We've hosted everyone from Beau Bridges to

Shannen Doherty to Virginia Madsen to local film students. Spot MHC as the background in the new Manitoba Nurses' Union TV commercials!

# Rehabilitation

MHC's rehabilitation includes all physiotherapy and occupational therapy and serves a variety of programs – everything from long-term care to ophthalmology.

Unique to rehabilitation is Easy Street, a mini-community where patients who have had a life-impacting health change can practise the skills they need for independent living such as banking, shopping

and getting on buses. Rehabilitation patients also may benefit from therapy in our MHC pool, where water offers shock absorption for the joints while providing resistance to strengthen muscles.



## Sleep Disorder Centre

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

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

An average of 255 people visit the Sleep Disorder Centre every week, seeking help for breathing problems that can have a profound and serious impact on their health and lives.

A referral process determines if a person needs to undergo a full sleep study or whether a clinical appointment may address their course of care.



The centre performs 10 sleep studies a night, seven days a week. A polysomnographer – a health professional who studies sleep patterns – collects data while the patient is asleep, including tests measuring heart rate, respiratory effort and oxygen saturation. Patients may be woken up and provided with a ventilator and more data is collected after they fall back asleep.

Following the study, sleep physician specialists from the University of Manitoba's Section of Respiriology,

Department of Medicine, review the data and plan a treatment program.

Patients may receive medication or portable devices they can use at home. Many sleep with a ventilator that aids their breathing and provides much-needed, peaceful sleep.

The centre, which has approximately 35 staff, also performs more than 1,200 home sleep studies annually and provides treatment services for more than 12,000 existing clients as well as to new clients.



# Twitter

Find us on  
**Facebook**

follow us on  
**twitter**  
MisericordiaMB



At MHC, we know how important it is to engage the community!

That's why we were the first health centre in Winnipeg to join the social media world.

We're using the Internet to instantly collaborate, share information and have conversations about health ideas and topics you care about.

We'd like to listen to and learn from you. Comment on our postings! Reply to our tweets! And don't forget to interact with us at [www.misericordia.mb.ca](http://www.misericordia.mb.ca).



When Misericordia's Urgent Care centre opened in 1998, it was the first of its kind in Canada.

## Urgent Care

Providing 24-hour assessment and treatment seven days a week, the centre helps members of the community with non-life-threatening emergencies who can't see their own family doctor or don't have one.

Staff manages a wide range of health concerns, from cuts that need stitches to babies with high fevers to cases of pneumonia.

The centre provides diagnostic testing such as lab work and X-rays and staff can set and cast broken bones and offer counselling and referral for emotional concerns.

Patients also have access to services such as physiotherapy, occupational therapy, nutrition, pharmacy and respiratory therapy.

A unique aspect of Urgent Care is its comfortable environment. The waiting area has a large-screen television, slate brick fireplace and large windows overlooking the Assiniboine River. A children's play area features sofa chairs and toys. We also offer free wireless access to the Internet.

With almost 41,000 patients every year, our Urgent Care plays an important role in reducing visits to local hospital emergency rooms.



Dr. Philip Dawe in MHC's Urgent Care centre.

## Philip's story

Philip Dawe's Canadian military career has included serving in countries such as Afghanistan, Kosovo and Bosnia.

One day he'll return overseas, but he'll be known as Dr. Philip Dawe.

Dawe completed his family physician training in 2008 and has been based in Winnipeg as the senior doctor at 17 Wing.

To keep his skills sharp and ready for the unexpected that might surface when he does go overseas, Dawe has been working some evening and weekend shifts in the Urgent Care centre at Misericordia.

"The GPs (general practitioners) in the military when they're overseas, they're essentially acting

either as the most acute emergency room physician or an urgent care physician doing sort of walk-in stuff," Dawe said.

"Urgent Care is a relatively good mix of the two."

During two years at Misericordia, Dawe has looked after patients with conditions such as broken limbs, irregular heartbeats and respiratory problems.

The 37-year-old has been in the military for almost 20 years, initially as an infantry officer. He's beginning a five-year training program this summer in Winnipeg to become a general surgeon.

"I really like working at Misericordia," he said. "The more I work here, the more I enjoy it."



# Volunteers

Our most valuable resources are those people who commit their time and energy to improving the quality of life of those in need. In the spirit of the Sisters of Misericordia, our volunteers venture forth to enrich care and make a difference to the community we serve.

Every year, more than 600 interested people apply, are interviewed and given a volunteer placement. On average, about 20,000 hours a year are contributed in support of staff and programs at Misericordia Health Centre.

Volunteers are vital human resources within resident and patient care programs and support services.

Challenging and rewarding volunteer opportunities are available now to caring people of all ages.

Retail-savvy? Work in our gift shop! Musically talented? Play the piano or any instrument for our residents! Green thumb? Help us care for our plants! Just enjoy spending time with people?

Read email to or be a dining companion for our residents. Fun activities up your alley? Assist our recreation department with baking, crafts, sports and Winnipeg excursions! And so much more!

Interested? Please email [volunteer@misericordia.mb.ca](mailto:volunteer@misericordia.mb.ca) or call 204-788-8134 to find out about volunteer opportunities today.

## Robert & Chris's story

It's a special kind of brotherly love.

Brothers Robert and Chris Schmidt took a school assignment and turned it into long-term volunteer positions at Misericordia Health Centre.

Almost every Sunday, the brothers forego sleeping in and help residents attend 10 a.m. mass at Misericordia's St. Luke's Chapel.

Robert, 18, began volunteering four years ago when a Grade 10 assignment at St. Paul's High School required students to do a certain number of volunteer hours.

He saw a poster about volunteering at Misericordia and immediately considered helping elderly residents. His late grandmother used to live at Misericordia Place, MHC's personal care home.

He continued volunteering in the summer and also in Grade 11, when the volunteer assignment was repeated.

Now it's just something he enjoys.

"I saw it as a need that existed and the people at Misericordia really seemed to enjoy it," said Robert, who just finished his first year at the University of Manitoba.

Chris, who's in Grade 11, also began volunteering at Misericordia for his Grade 10 assignment.

The 16-year-old says residents are appreciative and he likes interacting with them.

"One time I took a lady back to her room and she offered me her orange and apple as a reward for my help, but I didn't take them," Chris said with a chuckle.



Chris (left) and Robert Schmidt with interim-care resident Thomas Adamson in St. Luke's Chapel.



## Wi-Fi

Misericordia's Urgent Care centre was the first health-care facility in Winnipeg to offer patients access to the Internet through wireless technology in its waiting room.

No laptop? No smartphone? No problem: we also offer two kiosks with desktop computers with free Internet service.

Our Urgent Care doctors also give Wi-Fi top marks, calling the technology an invaluable tool.

Instead of having to go to a central room with a desktop computer, doctors are now able to instantly access medical reference sites on their smartphones while assessing patients in treatment rooms.



# eXtreme makeover



With our upcoming redevelopment project, MHC will be experiencing an extreme makeover!

Our aging Maryland and Sherbrook buildings will be replaced in phases with a modern health complex, replete with a striking two-storey, glass-walled atrium.

Watch for the Misericordia Health Centre Foundation's upcoming THRIVE campaign to support our capital redevelopment!



# Yesteryear

The Misericordia Sisters operated the Misericordia School of Nursing from 1905 to 1997; graduates were well respected and highly sought-after due to their faith-based training.

Many alumnae still work and volunteer at Misericordia Health Centre today.

Memories of the School of Nursing are tucked away in our Heritage Room in the Misericordia Education and Resource Centre building.



Memorabilia range from nursing uniforms and caps to medical equipment to MHC aerial photos to nursing yearbooks.

Come see for yourself! For more information, please call 204-888-4028.



Recreation facilitator Nicole Perras and interim-care resident Maria Guerra hold "Milton" the rooster.

# Zoo

Goats! Chinchillas! Chickens! Oh my!

Every summer our recreation services department arranges for a petting zoo to visit Misericordia. Many of our residents grew up in rural areas and appreciate the opportunity to hold and feed animals once again.





# Misericordia Financial Report 2009-2010

The numbers speak for themselves.

We are proud to report Misericordia Health Centre is in strong financial standing as we approach our upcoming capital redevelopment project: for the fourth year running, MHC has completed the year with a significant surplus.

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

## Misericordia Health Centre By the numbers

More than **\$66 million** operating budget

**288** university and college students trained with us – from medical residents to dietitians to occupational therapists – logging over **24,000 hours**

**1,077** full-time, part-time and casual employees

Average age of staff is **47** years and average length of service **9.1 years**

**4,729** security patrols inside and outside MHC

**376** individual volunteers and **52** groups donated **18,221 hours** of their time

Value of volunteer work: **priceless**

More than **800 emails** printed and delivered to residents by volunteers

**50,114 lbs** of clothing were personally laundered for our residents

**1,428** new physio and occupational therapy clients

**107,781 lbs** of waste were diverted from landfill to recycling – that's **23%** of our total waste

**275,538** meals served to our residents and patients and **86%** were satisfied with their meals

**45** area representatives support our Workplace Safety and Health committee

**252** long-term care residents vision-screened by Focus on Falls project and **355** health professionals trained on vision care in Manitoba

### REVENUE

MB Health/WRHA	<b>88.1 %</b>
Resident Income	<b>6.6 %</b>
Other Sources	<b>5.0 %</b>
Other Patient Income	<b>0.3 %</b>

### EXPENSES

Salaries and Benefits	<b>66.3 %</b>
Other Supplies and Expenses	<b>23.3 %</b>
Drugs, Medical and Surgical Supplies	<b>10.4 %</b>

## MHC program statistics

### AMBULATORY CARE

**27,528:** visits to our cast clinic, wound and foot clinic, minor procedure clinic, Easy Street, physiotherapy and occupational therapy areas

### DIAGNOSTIC IMAGING SERVICES

**17,837:** CT scans, ultrasound exams and ECG procedures performed

**20,267:** X-rays performed

### EYE CARE CENTRE OF EXCELLENCE

**8,272:** ophthalmology surgeries performed, including cataracts

**5,875:** fluorescein angiographies and fundus photography

**1,361:** macular degeneration treatments performed, including Avastin

### LABORATORY SERVICES

**16,928:** blood collections taken

### LONG-TERM CARE

Our **100** long-term beds at Misericordia Place were full **99%** of the time, with **30** admissions

Our **150** interim care beds were full **93%** of the time, with **259** admissions

### MHC FOR LUNGS

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

### PEDIATRIC DENTAL SURGERY

**931:** pediatric dental surgeries performed

### PROVINCIAL HEALTH CONTACT CENTRE

The PHCC received more than **580,000** calls

Almost **250,000** Manitobans called our Health Links-Info Santé health information service

Almost **250** clients enrolled in TeleCARE/TéléSOINS to learn disease self management of either heart failure or Type 2 diabetes

### SLEEP DISORDER CENTRE

**4,404:** sleep studies performed

More than **12,000** clients received treatment services

### SOCIAL WORK

**13,865:** social work visits – here at Misericordia, and in the community

### URGENT CARE

**40,853:** urgent care visits



2009  
2010



**MISERICORDIA**  
Health Centre  
**FOUNDATION**

## Board of Directors

The volunteer directors of the Misericordia Health Centre Foundation Board dedicate numerous hours of time and expertise in support of the more than 700,000 people served by Misericordia each and every year. It is you, our generous and loyal donors, who make our work both gratifying and possible.

It is with much anticipation the Foundation Board looks forward to the redevelopment of Misericordia and our most ambitious and exciting challenge to date – partnering with our great community to raise \$5 million in support of this project. Your continuing support will be vital to our success.

204-788-8458

mhcfoundation@misericordia.mb.ca



Wynn Sweatman  
BOARD CHAIR  
President  
Sweatman Insurance  
& Retirement Services



Hymie Weinstein, Q.C.  
BOARD VICE-CHAIR  
Barrister & Solicitor  
Attorney at Law  
Myers Weinberg



Nancy Adkins  
Special Education  
Resource Teacher  
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Senior Vice-President  
Mackenzie Financial  
Services Inc.



Dr. Stephen Brodovsky  
Eye Physician  
and Surgeon



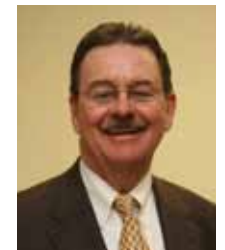
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Duboff Edwards &  
Company



Jim Rae  
Board Member



Charlotte Sytnyk  
Board Member



Patti Smith (ex-officio)  
Executive Director  
MHC Foundation



I'd like to make a gift of:

\$35  \$50  \$100  \$250  \$500  \$\_\_\_\_\_

Name: \_\_\_\_\_

Please mail this form to:



99 Cornish Avenue  
Winnipeg, Manitoba  
R3C 1A2

Charitable Registration #11904 2174 RR0001



My cheque is enclosed made payable to: **Misericordia Health Centre Foundation**

I prefer to donate through my:  Visa  Mastercard

Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Card Holder Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

I have made a bequest to Misericordia Health Centre Foundation

I am interested in making a bequest to Misericordia Health Centre Foundation

Misericordia Health Centre Foundation respects your privacy. We do not exchange or trade our donor information.

# 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 charged with the ownership and management of the Sisters' accumulated property. These assets consist primarily of the Sherbrook, Maryland, Wolseley, Cornish, Misericordia Education and Resource Centre, Riverview and Parkade buildings – built in this order – known collectively as Misericordia Health Centre.



Jerry Kruk  
CORPORATION CHAIR  
Retired President & CEO, CAA



Most Reverend V. James Weisgerber  
Archbishop of Winnipeg



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



Raymond Cadieux  
MHC Representative  
to WRHA Board  
Retired Partner  
PricewaterhouseCoopers LLP



Myron Musick  
Retired Division Manager  
Manitoba Hydro

## 2009 2010



## 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 unique health-care needs of the populations we serve.

This dynamic board consists of a diverse group of individuals who reside in and represent the communities Misericordia Health Centre serves. The board is a skills-based group of individuals who have significant experience in all of the challenges facing our health centre in 2010.



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



Dr. Doug Kasil  
BOARD VICE-CHAIR  
Chiropractor  
Kasil Chiropractic



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Manitoba Trade and  
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Sales and Marketing  
Winnipeg Free Press



Rev. W. Richard Arseneault  
ARCHBISHOP'S  
REPRESENTATIVE



Bruce Birchard  
Birchard Financial  
Management and  
Consulting Services



Dr. Jerome Cranston  
Assistant Professor  
Faculty of Education,  
University of Manitoba

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Retired Vice President,  
Corporate Legal, General  
Counsel & Corporate  
Secretary, Manitoba Public  
Insurance Corporation



Jeffrey C. Rohne  
President  
Rohne & Associates Inc.



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



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



Marilyn Tanner-Spence,  
BN, MA  
Health & Business  
Consultant, Owner/  
Operator, Teekca's  
Boutique & Myleen's  
Treasuries



Claudia Weselake  
Retired Health Research  
Technologist



Rosie Jacuzzi  
(ex-officio)  
President and COO  
Misericordia Health Centre



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