



**MISERICORDIA FLAGSHIP PROGRAMS**

**LONG-TERM  
CARE**

**BUHLER EYE  
CARE CENTRE**

**PROVINCIAL HEALTH  
CONTACT CENTRE**

**SLEEP DISORDER  
CENTRE**

**URGENT CARE**



# **ANCHORED IN YOUR COMMUNITY**



**MISERICORDIA**  
Health • Centre  
*The future of care*

**2011-2012 REPORT TO THE COMMUNITY**







# Flagship Programs: THE FUTURE OF CARE

Misericordia Health Centre is proud to have four flagship programs not offered anywhere else in Manitoba: Buhler Eye Care Centre, Provincial Health Contact Centre, Sleep Disorder Centre and Urgent Care Centre.

With a focus on long-term care to complement these specialized programs, Misericordia is a leader in healthy aging through compassion, innovation and excellence.

Add our over-arching faith-based values – through the legacy of the Misericordia Sisters – and the result is unparalleled care to meet the needs of the aging population.

Misericordia's specialized programs reflect a move toward community-based health care. More than 90 per cent of health care today is delivered within 24 hours – this is the future of care.

And this is what Misericordia does best: our patients come to us for care – cataract surgery, cast settings, sleep studies and more – and then return to their own homes.

## REDEVELOPMENT

What a difference a year can make!

If you've driven past Misericordia Health Centre, you will have noticed a frenzy of construction on both Maryland and Sherbrook streets.

Phase 1 of our redevelopment is well underway with our new two-storey health complex slated to open late 2013. The new Maryland building will house the expanded Buhler Eye Care Centre and an Ambulatory Diagnostic Centre as well as the new PRIME program – a health centre for seniors.

Phase 2 will follow with the demolition of the 106-year-old Sherbrook building, making way for a new Misericordia chapel and other aesthetically pleasing features such as a spacious front entrance and a striking glass-walled atrium.



Kaye E. Dunlop, Q.C.  
Board Chair



Rosie Jacuzzi  
President & CEO



MARYLAND STREET

SHERBROOK STREET

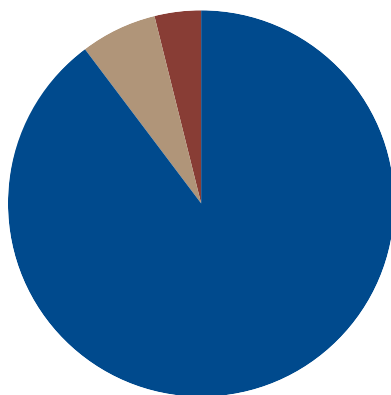
# Misericordia Financial Report 2011–2012

## THE NUMBERS SPEAK FOR THEMSELVES.

We are proud to report Misericordia Health Centre is in strong financial standing. For the sixth year running, MHC has ended the year with another surplus.

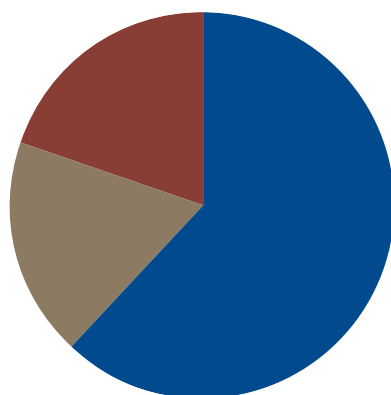
At MHC, we're committed to accountability. That means delivering the highest quality of care to our patients and residents while ensuring the best use of our resources.

### REVENUE



• MB Health/WRHA	89.8 %
• Resident Income	6.4 %
• Other Sources	3.8 %

### EXPENSES



• Salaries and Benefits	62.1 %
• Drugs, Medical and Surgical Supplies	18.2 %
• Other Supplies and Expenses	19.7 %

## MHC by the numbers

More than **\$74.5 million** operating budget

**409** university and college students trained with us – from medical residents to recreation facilitators to occupational therapists – logging more than **20,700 hours**

**1,026** full-time, part-time and casual employees

**28** employees did not miss a day of work

Average age of staff is **47 years** and average length of service **9.3 years**, although **157** employees have been with us for more than **20 years**

Our longest-serving employee has been with us for **51 years**

**29** retirees had a combined **710 years** of service

More than **900** volunteers – including **10 pets** – donated **19,856 hours** of their time

Volunteers delivered more than **50,000** newspapers to residents and waiting rooms

Youngest volunteer is just **18 months**, while our oldest is young at heart

Value of volunteer work: **priceless**

**3,859** beds were cleaned by housekeeping staff

Residents have the opportunity to attend **3** religious services and **1** spirituality group weekly

Health Information Services clerks file **6,000 charts** a month

**112,058 pounds** of clothing personally laundered for our residents

**277,649** meals served to our residents and patients and **86%** were satisfied with their meals

**373** seniors vision-screened and assessed by an optometrist in the Focus on Falls Prevention Vision Screening Program and **153** health professionals attended vision screening education

## MHC program stats

### AMBULATORY CARE

**24,938:** visits to our cast clinic, wound and foot clinic, minor procedure clinic, Easy Street, physiotherapy and occupational therapy areas

### DIAGNOSTIC IMAGING SERVICES

**18,899:** CT scans, ultrasound exams and ECG procedures performed

**19,663:** X-rays performed

### BUHLER EYE CARE CENTRE

Nearly **23,000:** eye clinic assessment and treatments

**10,977:** ophthalmology surgeries performed

**5,180:** fluorescein angiographies and fundus photography

**3,260:** macular degeneration treatments performed

### LABORATORY SERVICES

**15,372:** blood collections taken

### LONG-TERM CARE

Our **100** long-term beds at Misericordia Place were full **99.9%** of the time, with **31** admissions

Our **145** interim care beds were full **94.9%** of the time, with **241** admissions

### MHC FOR LUNGS

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

### PEDIATRIC DENTAL SURGERY

**946:** pediatric dental surgeries performed

### PROVINCIAL HEALTH CONTACT CENTRE

The PHCC handled more than **585,500** calls

More than **170,500** Manitobans called our Health Links-Info Santé health information service

**473** clients enrolled in TeleCARE-TéléSOINS program to learn self management of either heart failure or Type 2 diabetes

More than **2,200** Manitobans called our Dial-a-Dietitian service to learn about food and nutrition

### SLEEP DISORDER CENTRE

**5,666:** sleep studies performed


**12,003:** new and existing clients received treatment services

### SOCIAL WORK

**12,326:** social work visits – here at Misericordia, and in the community

### URGENT CARE

**41,520:** Urgent Care visits

 denotes a MHC flagship program





# LONG-TERM CARE

Misericordia Place is a warm and inviting 100-bed personal care home full of vibrant residents such as Brian Hawcroft.

“This is great!” exclaimed Hawcroft with a laugh as he straddled a Harley-Davidson motorcycle at a recent recreation event. “Does it only go to 220 [km/h]?”

Seeing more than 30 motorcycles each summer and having the opportunity to chat with their owners, friends and other residents has been Hawcroft’s “favourite night since I moved here!”

Prior to his move to Misericordia Place two years ago, Hawcroft lived at Misericordia Health Centre in interim care, a division of long-term care.

Interim care provides a comfortable home-like environment for 145 residents who are waiting to get into the personal care home of their choice. Many interim care residents enjoy the environment so much that, like Hawcroft, they move across the street to Misericordia Place.

## LEADER IN HEALTHY AGING

Misericordia Health Centre’s programs are designed to meet the needs of the aging population. This means all long-term care residents have access to our other specialized services like urgent care, rehabilitation services and eye care.

In addition to the traditional eye-care services offered, residents also benefit from the award-winning Focus on Falls Prevention Vision Screening program.

## VISION SCREENING

A Misericordia Health Centre research study has shown that improving vision prevents falls and fractures. This research led to the creation of the new provincial Focus on Falls Prevention Vision Screening program.

As part of the program, all long-term care residents have their vision screened with a simple tool. When eye problems are detected and residents are given appropriate treatment – such as new glasses or cataract surgery – falls and fractures are prevented and residents’ quality of life is greatly improved.

## COMING SOON: PRIME

Complementing our healthy aging programs is PRIME – a health centre for seniors which will be located on the first floor of our new Maryland building.

PRIME is a wonderful example of the future of care: the centre is designed to support seniors’ health and well-being to keep them living in their own homes.

The range of PRIME health-care professionals – doctor and nurse practitioner, therapists, social workers, pharmacist, recreation facilitators and more – means seniors will have all their health-care needs addressed under one roof.



Misericordia resident Brian Hawcroft enjoys straddling a Harley-Davidson motorcycle in front of Misericordia Place.

## Top 5 resident recreational activities

- 1 Ballroom dancers
- 2 Harley-Davidson motorcycles
- 3 Petting farm
- 4 Christmas dinners with loved ones
- 5 Summer evening garden parties and outdoor barbecues

Honorable mention: Monthly men’s breakfasts



# Buhler Eye Care Centre: ONLY AT MISERICORDIA



Dr. Gdih Gdih examines Walter Knysh's eyes during a post-surgery visit.

The year was 1953. The place, Poland. Walter Knysh was only 14 years old when the Ukraine native was caught in a violent uprising and forced to flee.

"I was trying not to get killed," said Knysh.

Stones and bottles were hurled during the skirmish. A bottle hit Knysh in the right eye, gouging it deeply. He was told by doctors he'd never see out of his eye again.

Today, 60 years later, Knysh had his sight restored at Misericordia Health Centre.

The vicar at the Ukrainian Catholic Church in Winnipeg is over the moon.

"I just went to the doctor to have a check-up and was referred to a specialist for a cataract and he completely fixed my eyesight!" said a grateful Knysh.

Ophthalmologist Dr. Gdih Gdih, who performed the surgery, said Knysh currently has excellent vision measured at 20/30. And after a further laser polishing to his new lens this summer, he'll have perfect 20/20 vision – without glasses.

Knysh's surgery is just one of more than 10,000 eye surgeries performed annually – including 761 on an emergency basis – at Misericordia.

## 24/7 COVERAGE - ACROSS PROVINCES

Misericordia's Buhler Eye Care Centre – the largest comprehensive surgical and treatment centre in Western Canada – provides 24-hour on-call coverage and serves Manitoba, Northwestern Ontario, the Territories and Nunavut.

Nearly 23,000 patients are seen in our ambulatory eye clinics for assessments and treatments such as the new Lucentis injections – an innovative way to treat wet macular degeneration.

Complementing our centre of excellence is the new University of Manitoba Ophthalmology Residency Program, including a resident clinic and mock operating room where we train budding ophthalmologists.

We are also home to the Misericordia Lions Eye Bank medical lab, where eye donations are used for transplantation, research and education.

The Buhler Eye Care Centre is moving! The centre will occupy the entire second floor of our redevelopment project's new Maryland building and will feature state-of-the-art space designed with patients' vision in mind.

## Top 5 reasons to get your vision checked

Early detection and treatment is essential to preserve your precious eye sight. Please visit an eye-care professional immediately if you experience any of these warning signs:

- 1 Squiggly or wavy lines in your vision
- 2 A sudden deterioration in vision
- 3 Blurred vision
- 4 Seeing a curtain falling over your eye sight or halos around lights
- 5 Seeing flashes of light or anything floating in your vision





# Provincial Health Contact Centre: ONLY AT MISERICORDIA



Registered dietitian Coralee Hill answers a Dial-a-Dietitian call.

Jillian Dyson made the decision to feed daughter Josslyn homemade food because she believed it was a healthier choice.

When her first child turned seven months old in May, Dyson searched the Internet to find out what textures to introduce, which foods were safe and how to cook them.

The information and advice was conflicting so she called Dial-a-Dietitian, one of the programs at the Provincial Health Contact Centre.

“I figured I should probably ask a professional,” Dyson, 27, said.

Dial-a-Dietitian connected her with a registered dietitian.

“They made me feel very comfortable and they answered my questions perfectly,” she said.

“I felt like I got off the phone knowing what I could do next.”

The Provincial Health Contact Centre is located within Misericordia Health Centre and operates 30 inbound and outbound calling programs for all Manitobans.

It has clinical and non-clinical programs providing advice and support for callers on a wide range of health and social service issues.

Health Links-Info Santé is a clinical, bilingual program that was the first telephone, nurse-based triage system in Canada.

Registered nurses answer calls 24 hours a day, every day of the year. Interpreters are available for more than 110 different languages.

Nurses obtain information about callers' symptoms and follow clinical protocols to offer advice on whether to treat the symptoms at home, see a family doctor or visit an emergency room or a walk-in clinic.

TeleCARE-TéléSOINS Manitoba is a clinical program aimed at helping Manitobans with heart failure or Type 2 diabetes manage their condition.

Program nurses make regular calls to registered clients to monitor their condition and provide personalized education. A team approach also includes the client's primary health-care provider.

The Dial-a-Dietitian program was introduced in February 2010 to provide callers with access to credible resources for healthy eating and nutrition information.

Other clinical calling programs include the Breastfeeding Hotline and various public health services such as the annual influenza program.

The Provincial Health Contact Centre's non-clinical programs answer calls related to services such as Home Care, Family Services, Housing, and Employment and Income Assistance.

## Top 5 calls to Dial-a-Dietitian

- 1 What should I feed my baby?
- 2 How do I lower my cholesterol?
- 3 I just found out I have diabetes. How should I change my eating habits?
- 4 How can I plan and shop for healthy meals for me and my family?
- 5 How can I freeze and thaw foods safely?

Have a question about food or nutrition?  
Call Dial-a-Dietitian at 204-788-8248 in  
Winnipeg or toll-free at 1-877-830-2892.



# Sleep Disorder Centre: ONLY AT MISERICORDIA

The provincial Sleep Disorder Centre was the first new program welcomed as part of Misericordia's current redevelopment project.

But with this expanded program came one problem: there weren't enough polysomnographers – health-care professionals who study sleep patterns – to conduct all of the sleep studies. And there wasn't a training program in Canada.

As is the Misericordia innovative way, we created our own intensive training program. To date, 11 people have already been trained on the job.

## A GOOD NIGHT'S SLEEP

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

At least 255 people visit the centre each week, seeking a good night's sleep and a healthier life.

A referral process determines if a patient needs to undergo a full sleep study at Misericordia or whether a clinical appointment is adequate. A sleep study at home is also an option.

## SLEEP STUDIES NIGHTLY

We perform 10 sleep studies a night, seven days a week. A polysomnographer collects data while the patient is asleep, including tests measuring heart rate, respiratory effort and oxygen saturation.

Patients with breathing problems in sleep may be woken up and provided

with a machine to help them breathe better 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 machine that aids their breathing and provides much-needed peaceful sleep.



## Top 5 ways to improve sleep

Normally it takes 15 to 30 minutes to fall asleep, and we usually awaken approximately every two hours and go back to sleep in less than half an hour.

- 1 A comfortable, cool and quiet bedroom is essential
- 2 Avoid caffeine (coffee, tea, chocolate) after mid-afternoon and alcohol after dinner
- 3 Exercise in late afternoon or very early evening
- 4 In the early evening, think about concerns or the next day's activities and create a list so you do not have to think about these issues when you go to bed
- 5 Engage in a relaxing activity before bedtime such as recreational reading, a warm bath or listening to soft music

If you can't go to sleep or resume sleep within half an hour, get up and engage in a relaxing activity in another room and return to bed when you become sleepy.





# Urgent Care Centre: ONLY AT MISERICORDIA

For more than 70 years, Bill Owen has played the piano at churches, seniors' homes and family gatherings.

It's no surprise, then, he was worried when he slipped on ice crossing the street in January and injured his hands.

He went to Misericordia's Urgent Care Centre, where he told staff he was scheduled to play a church concert in six weeks.

"They were concerned about that," Owen, 82, said. "They were very kind, very considerate. I felt good because they were concerned."

A staff member "very carefully" cut off his wedding ring and a doctor stitched up a deep cut in that finger.

An injury to the index finger on his right hand was more serious.

"After he sewed (the ring finger), he came back and said, 'You're going in for surgery tomorrow morning.' Just like that he booked it for me," Owen said.

"They thought the tendon was gone."

A surgeon ended up repairing some tendons and he was able to play at the concert and has almost all movement back.

Owen's visit was one of more than 41,500 made to Urgent Care last year.

## FIRST IN CANADA

The centre opened in 1998 and was the first of its kind in Canada. It specializes in non-life-threatening emergencies and helps take the pressure off emergency rooms in Winnipeg's hospitals.

Patients are assessed and treated in order of their condition. Diagnostic testing such as X-rays and lab work are provided and treatment can include casting broken bones, stitching wounds and providing counselling and referral for problems related to life stresses.

Owen wasn't the only member of his family to seek help from Urgent Care staff.

His wife, Margaret, visited the centre in 2010 and 2011 after experiencing sudden spells of confusion and short-term memory loss.

Urgent Care staff conducted tests, including a CT scan, to rule out immediate danger. Staff also arranged for someone to go to her home for an assessment, told her not to drive and to see her own doctor. She was eventually diagnosed with transient global amnesia, which is a type of mini-stroke.

"I thought the care was fabulous," Margaret, 78, said of their visits.

"They were very thorough. They look at everything and try to get to the bottom of things."



Bill and Margaret Owen at the Urgent Care triage desk.

## Top 5 Urgent Care discharge diagnoses

1 Urinary tract infection

2 Wounds requiring dressings or stitches

3 Respiratory infections such as bronchitis

4 Abdominal pain

5 Eye conditions

**URGENT CARE**



# MHC FOUNDATION: Sailing Toward a Bright Future

Since 1983, the Misericordia Health Centre Foundation has played a key role in supporting the improvement of health care for Manitobans. Misericordia has been through some big changes, and as part of our community you have walked this journey with us.

None of what is happening at Misericordia would be possible without the tireless commitment and support of our donors, sponsors and volunteers. You have helped us accomplish some incredible things. Over the years you have raised almost \$20 million in support of the programs and services at this amazing health centre. For that we are grateful.

We are inspired daily by your generosity.

Misericordia's current challenge is one of immense opportunity: the expansive redevelopment project to replace our century-old buildings. This is happening in two phases.

Phase 1 – a \$43 million investment – is well underway with the creation of our new Maryland building. The province is contributing \$38 million and our Foundation is committed to raising \$7 million through our *Future of Care* campaign. With your help, we've raised \$4.5 million and are committed to raise the rest by December 31, 2013.

Thank you!

Phase 2 will begin as soon as Phase 1 is complete and will include a spectacular new atrium entrance and our new chapel.

## GIFTS HAVE FILLED A LONG LIST

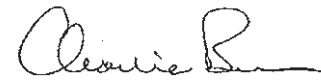
Donor dollars also allow us to provide much-needed equipment to ensure the highest standard of care, including equipment essential to the new Ophthalmology Residency Program or a portable ultrasound unit for Urgent Care for quick-response examinations.

As well, donors have provided funds to bring music to our long-term care residents and families. This past year, we welcomed members of the Winnipeg Symphony Orchestra and the Yuletide Singers to perform. What a delight to see the comfort, the memories and the smiles that music brings.

We celebrate our donors and the essential role you are playing in creating the *Future of Care* at Misericordia.

Cultural anthropologist Margaret Mead once said, "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

Our future is looking very bright.



Charlie Burns, Chair



Patti Smith, Executive Director



204-788-8458

[www.misericordiafoundation.com](http://www.misericordiafoundation.com)

## 2011–2012 BOARD OF DIRECTORS



Charlie Burns  
CHAIR



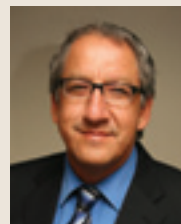
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Patti Smith, MHC  
Executive Director

# A Wave of GENEROSITY

In June 2011, Misericordia Health Centre Foundation officially launched its public appeal to the community in support of the *Future of Care* redevelopment campaign.

In response to the changing health-care needs of Manitobans, MHC is renovating and building a new two-storey health complex with a view to enhancing our already excellent standard of compassionate and quality care.

We are grateful to a number of key individuals and corporations whose very generous gifts this year have already allowed us to move beyond the halfway point in the first year of the campaign.



## BONNIE AND JOHN BUHLER

Bonnie and John Buhler, long-time friends and supporters of Misericordia, have pledged \$2 million to name the state-of-the-art Buhler Eye Care Centre.

The Buhler Eye Care Centre – treating everything from cataracts to macular degeneration to retinal detachment and more – will occupy the entire second floor of the new Maryland building.

“We’re very proud to make this \$2 million commitment to Misericordia,” said John Buhler. “The health centre occupies an important place in our community and offers unique and vital services to Manitobans.”

## GREAT-WEST LIFE

Great-West Life, our neighbour and consummate corporate philanthropist, made a leadership gift in the amount of \$250,000 toward our one-of-a-kind rooftop garden and solarium.

The Great-West Life Rooftop Garden and Solarium is in the process of being built on the seventh floor of the health centre and will be for the primary use of our long-term care residents. It features outdoor garden and terrace space, as well as an indoor solarium, and will be a special place for residents and their families to enjoy all year long.

“Through this campaign, Misericordia, our neighbour, is building on more than a century of high-quality, compassionate care,” said Jan Belanger, assistant vice-president, community affairs, Great-West Life. “The rooftop garden and solarium will provide a compassionate way to foster the well-being of residents and those close to them.”







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



**JAMES BURNS, O.C., O.M.**

James Burns, O.C., O.M., is a Director Emeritus of the Power Corporation of Canada. His contributions to Winnipeg and the nation have earned him national recognition and distinction.

This year Burns made a very generous gift of \$75,000 to the Future of Care campaign primarily in support of the University of Manitoba's new Ophthalmology Residency Program.

Misericordia's Buhler Eye Care Centre is excited to be home to this new provincial residency program, ensuring Manitoba's aging population's eye care needs are met in the future.

Quite simply, says Burns: "It is the best."

**J. LAURIE JOHNSTON**

When J. Laurie Johnston was in fourth-year pharmacy, he was worried he would have to drop out of school because he didn't have quite enough money for tuition. A family friend gave him \$200 – equivalent to \$2,800 today – with a condition: "Do this for someone else some day."

And pay it forward he did. And then some.

Johnston began planning and saving for his legacy fund 35 years ago. In 2012, he reached his \$1-million goal.

The Misericordia Health Centre Foundation gratefully accepted a \$500,000 gift from Johnston to support PRIME, a health centre for seniors. The new PRIME program will be located on the first floor of our new Maryland building.

"I have put my trust in the PRIME program at Misericordia," said Johnston. "PRIME is designed to keep an aging population healthy and in their own homes for as long as possible."



Misericordia surgeon Dr. Lorne Bellan, Ophthalmology Department Head, University of Manitoba; Dr. Andre Jastrzebski, ophthalmology resident; and Dr. Brian Postl, Dean, Faculty of Medicine, University of Manitoba; pose at the Residency Program announcement.

**The spirit of generosity toward Misericordia as we realize our vision is overwhelming. Thank you for ensuring the bright *Future of Care* for our community.**

**Top 5 reasons to give to Misericordia's 5 flagship programs**

- 1 Buhler Eye Care Centre:** we help you see better

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- 2 Provincial Health Contact Centre:** home to Health Links-Info Santé, answering your health calls 365 days of the year in a language you speak

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- 3 Sleep Disorder Centre:** we help you get a better night's sleep

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- 4 Urgent Care:** we're always here for you; we care for you 24/7

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- 5** The first four flagship programs are unique to Misericordia Health Centre and serve all Manitobans, but it is our emphasis on **Long-Term Care** that truly makes Misericordia a leader in healthy aging.

# MISERICORDIA CORPORATION MEMBERS

Our Founders, the Misericordia Sisters, entrusted the ownership of the health centre to volunteer Misericordia Corporation members within the Archdiocese of Winnipeg.

Our corporation, through the board of directors, ensures the Misericordia Sisters' Mission and values are emulated through our staff and volunteers in their delivery of excellent faith-based care.

It is with great sadness we report the passing of Jerry Kruk, our venerable corporation chair. Jerry truly embodied the Misericordia spirit for 34 years.

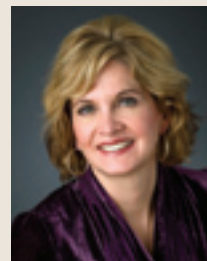
We are grateful for Jerry's wisdom and passion and believe he is more than entitled to his angel wings.



The late Mr. Jerry Kruk  
CHAIR



Most Reverend V. James  
Weisgerber  
Archbishop of Winnipeg



Ms. Kaye E. Dunlop, Q.C.  
SECRETARY



Mr. Raymond Cadieux



Mr. Myron Musick



## 2011-2012 BOARD OF DIRECTORS

Our volunteer directors are accountable to the communities we serve, the Winnipeg Health Region and Manitoba Health for providing safe, compassionate care to our residents and patients.

During this exciting time of significant construction at MHC, our board continues to be responsive to the changing health-care needs of Manitobans and advocate for an aging population.

At the new Maryland building construction site: Rev. W. Richard Arsenault, Archbishop's representative; Rosemary Vodrey; Raymond Cadieux; Dr. Cornelia van Ineveld; David Finley; Kaye E. Dunlop, Chair; Kevin McCulloch, Secretary; Rosie Jacuzzi, President & CEO; Maria Grande; Claudia Weselake; Bruce Birchard, Vice-Chair.  
Missing: Laurie Finley, Past Chair; Jeffrey Rohne; Elizabeth Sweatman; Marilyn Tanner-Spence.

### Misericordia Health Centre

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Tel: 204-774-6581

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