



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

MARCH 2015

# Life @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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**M-NET**  
MHC Intranet



## PRESIDENT'S MESSAGE: SURVEY SAYS ...



The Aon Hewitt survey results – from across the Winnipeg Health Region are in!

Great news: our engagement score is sitting at a healthy 65 per cent, one per cent increase over last year! The Winnipeg Health Region overall engagement was 56 per cent. Interestingly, hospitals across Canada have

a low engagement rate of only 47 per cent.

It's important to note the survey is not one that measures staff satisfaction; it is a survey that measures staff engagement. What is engagement? It's the state of involvement that motivates employees do their best work.

Quite simply, if staff is more engaged then their work is better.

MHC wants to measure engagement, and learn what to do to retain and improve engagement!

The survey identified six main areas where we can improve engagement scores: managing performance, career opportunities, recognition, employee

reputation (matching our external image with our internal image), resources and work processes (encouraging managers to empower employees to make decisions across all levels).

One interesting and concerning tidbit that stood out in the results was that our millennials (those born 1981 and later) are the least engaged of all our staff. We'll definitely be looking into why that is happening!

I'm pleased to report the most common positive theme is that "employees like the family-oriented and caring culture at MHC and commend the emphasis on teamwork."

Other snippets:

77 per cent of staff

would not hesitate to recommend MHC to a friend seeking employment



71 per cent say MHC inspires you to do your best work every day



69 per cent say it would take a lot to get me to leave MHC

I want to thank everyone who took the time to fill out the survey. We had a 35 per cent response rate which, frankly, could be better. However, I know it was difficult to fill out the survey when there were so many other surveys being administered and when not everyone with computer access received a link electronically. There's always room for improvement next year!

## MHC FOUNDATION UPDATE

By Katie Hartle, MHC Foundation

### FRIENDS FOR LIFE LADIES LUNCHEON

On Thursday, June 18, let's be ladies who lunch!

We are co-hosting a Friendship Luncheon in the elegant surroundings of the Fort Garry Hotel with Jocelyn House Hospice .

Plan for scrumptious bites, delightful sips, and exquisite and entertaining company.

Gather your ladies and grab your tickets at the Foundation office, or by calling 204.788.8458, or buy online at [misericordiafoundation.com/ladies-lunch](http://misericordiafoundation.com/ladies-lunch).



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

### THANK YOU MHC OPHTHALMOLOGISTS FOR SUPPORTING THE EYE BALL!

We already know that the doctors and staff at MHC are pretty special.

But this month, many of our doctors reminded us just how much they care about their patients and about Misericordia. The Misericordia Health Centre ophthalmologists have joined together to invest \$15,000 and become the Presenting Sponsors of our upcoming gala, The Eye Ball!

The money raised from The Eye Ball gala will go back to Misericordia for eye health programs, including programs at the Buhler Eye Care Centre.



# MARCH IS NUTRITION MONTH!

Brought to you by MHC's Dietitians and Dial-a-Dietitian program



**E**ating 9 to 5! Tips to get you through the workday from dietitians.

This March, Dietitians of Canada is encouraging Canadians to eat well at work in celebration of Nutrition Month 2015. Almost half of Canadians (45 per cent) say eating healthy meals and snacks while at work is challenging, according to an Ipsos Reid poll conducted for Dietitians of Canada.

**Dial-a-Dietitian**

1-877-830-2892  
Call 204-788-8248 in Winnipeg

Throughout the month of March, dietitians across Canada will be sharing their food and nutrition expertise and serving up tips to: combat rushed mornings; improve choices at meetings, events and in the workplace; revive lunchtime; fight the mid-day slump and manage commuter cravings.

On March 19 from 11 a.m. to 1 p.m., stop by the interactive display in front of the Gift Shop. Pick up some recipes and time-saving meal and snack ideas, talk with dietitians and enter to win a prize.

All month, watch your inbox for daily tips, recipe ideas and more. Share, post or Tweet the tips with co-workers, friends and family. And don't forget to check M-NET.

For more tips for 'Eating 9 to 5!' or to find solutions to common workday challenges, visit [www.nutritionmonth2015.ca](http://www.nutritionmonth2015.ca) and Dietitians of Canada.



Building your health from the

**inside out**

## NATIONAL VOLUNTEER WEEK

**M**isericordia Health Centre is thankful for our nearly 400 volunteers!

Volunteers play an integral role in continuing the legacy of the Misericordia sisters; help us celebrate their hard-work during National Volunteer Week!

National Volunteer Week takes place April 12 - 18; it is a time to recognize, celebrate and thank Canada's volunteers, especially ours here at MHC!

At Misericordia, we appreciate and recognize our volunteers every day

throughout the year.

If you or someone you know may be interested in volunteering please contact Volunteer Services at ext. 8134.



## IN APPRECIATION...

I recently called Health Links – Info Santé in the middle of the night with a question about my adult daughter.

My question was answered quickly and then the nurse asked me: "What would have done if you did not call us?"

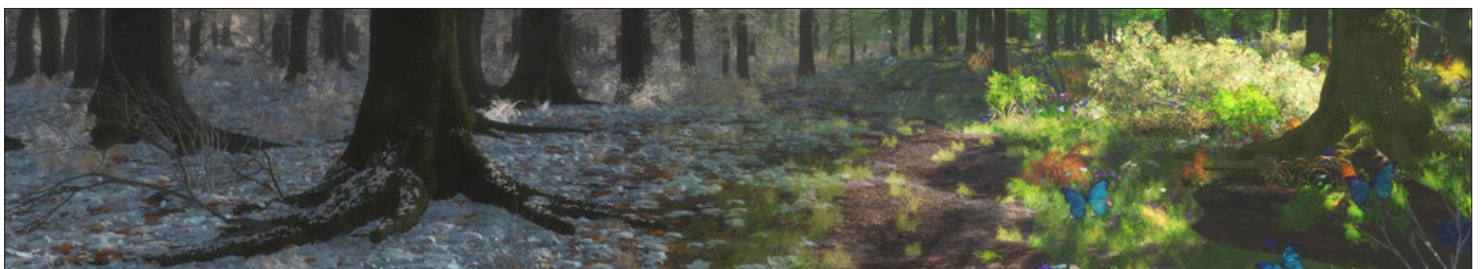
I had to really think about this question.

I responded: "I really do not know, I have been calling Health Links –

Info Santé for years.

"The nurses are always kind, professional, and helpful. I believe the health of my daughter and the fact that she is still living is a direct result of the care I have received from Health Links – Info Santé nurses."

Thank you to all the nurses at Health Links – Info Santé.



# DID YOU KNOW?

## I LOVE TO READ MONTH

February was 'I love to read' month. One MHC staffer celebrated by giving away a cafeteria table's worth of books!



## VALENTINES FOR VETS

Each year, Veterans Affairs Canada (VAC) invites Canadian schools, individuals and organizations to make *Valentines for Vets*. VAC then distributes the valentines to Veterans in long-term care facilities across the Country in time

for February 14. MHC volunteers were proud to deliver *Valentines for Vets* to our resident veterans!



## MHC FOUNDATION NEWSLETTER

The MHC Foundation quarterly newsletter comes out in March! Find a copy in the Foundation office, or sign up to receive them all at [misericordiafoundation.com/newsletter](http://misericordiafoundation.com/newsletter).

## GREAT GRAIN WELLNESS RELAY

Get together with your Misericordia family on

Saturday, March 21, at the Great Grain Wellness Relay!

Want more information? See the 'Great Grain Wellness Relay' on M-NET! Already know about the event and want to participate? Email [info@misericordia.mb.ca](mailto:info@misericordia.mb.ca) before March 13!



## DAYLIGHT SAVINGS TIME

Don't forget to set your clocks one hour ahead before you go to bed on Saturday, March 7 for Daylight Savings Time!



## CONGRATULATIONS!

to Brenda Weiss, new co-chair of the National Eye and Tissue Data Committee!

Brenda is excited about her new role as co-chair. When asked what she is most



hopeful to achieve she said, "I hope to achieve a global understanding of eye and tissue banking across Canada, and to enhance MHC by networking with fellow tissue and eye bank staff across the Nation."

The committee was developed by Federal and Territory governments to create better systems for donation and to highlight eye and tissue donation awareness.

Brenda explained the committee will be focusing time towards the improvement and implementation of inter-province eye tissue donations and national statistical collection.

Congratulations, Brenda!

# MISSION MOMENT

On Wednesday, February 25, Audra Kolesar, Clinical and Project Manager and staff at the Provincial Health Contact Centre held a baby shower honouring Sarah Jayas, team leader, Health Links - Info Santé, and new mom to baby girl, Priya!

When asked what Sarah's family needed she replied, "We really aren't in need for things; items should go to those who are in need."

On Saturday, February 28, Audra delivered over 50 items of baby-friendly goods to Villa Rosa, including:

- disposable diapers
- baby wipes
- baby clothes (handmade and store-bought!)
- toiletries for mom and baby

- grocery store gift certificates
- baby blankets
- soothers
- bibs
- diaper bags
- and a growth chart!

Thank you, team! Your kind and overwhelming generosity exemplifies the Sisters of Misericordia's Mission.



L-R: Alyzia Horsfall, Coralee Hill, Sarah Jayas, Audra Kolesar, Sheryl Tep

## INTERFAITH CALENDAR

- March 2 - 20: Nineteen Day Fast - Baha'i - Baha'i fast to be observed by adult Baha'is in good health - sunrise to sundown - no food or drink.
- March 5: Purim - Jewish - Jewish celebration of the deliverance of the Jewish minority in Persia from genocide. Charity to the poor, sharing food with friends, and vigorous merrymaking mark the observance.
- March 17: St. Patrick's Day - Christian - Christian celebration of Patrick who brought Christianity to Ireland in early days of the faith.
- March 20: Equinox: Ostara Wicca: welcoming of spring and the goddess-as-maiden. Mabon Wicca: observance of the autumnal equinox when day and night are of equal length. A harvest festival time.

## RETIREMENTS & NEW HIRES

### RETIREMENTS:

Barbara Blair  
RN II, Health Links-Info Santé

Anne Stewart  
RN II, Health Links-Info Santé

### NEW HIRES:

Sarah Kemp  
LPN, Cornish 2

Cristina Buonpensiere  
Manager, Volunteer Services



## SOCIAL WORK WEEK

By Jane Van Dam, Manager, Social Work

Your Misericordia social work team invites you to join in the celebration of Social Work Week on Monday March 23 – Friday March 27! Our theme for 2015 is *Social Work: Profession of Choice*.

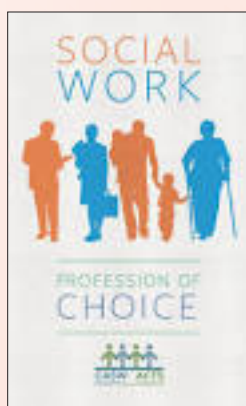
Social workers serve the most vulnerable populations and are committed to improving the health and well-being of individuals, families and communities through direct services, health promotion and advocacy.

Social workers are valued members of the health-care team and apply their expertise in providing guidance, protection, counselling and support to clients and residents.

Social workers provide leadership, facilitate communication and share knowledge on a wide variety of resources and topics through their professional role on committees, boards, and special projects.

Take the opportunity during Social Work Week to learn more about social workers and the positive role they play in peoples' lives.

Find out WHY social work is the *Profession of Choice* for MHC



social workers:

- Misericordia Place:
  - Barbara Van der Vis
  - UofM Student Social Worker, Ilana Deutscher
- Interim Care:
  - Terry Rolland (C5/C6)
  - Crystal Cuthbertson-Black (C2/C6)
- Urgent Care:
  - Shannon Mulligan
- Easy Street / Ophthalmology:
  - Betty Vallejo
- MHC for Lungs:
  - Angela Mueller

To help us celebrate Social Work Month, please join us for a special presentation on "Dignity in Care" with Dr. Harvey Chochinov, distinguished professor of psychiatry, who is respected internationally as a researcher, lecturer and physician.

Dr. Chochinov will be presenting a video and speaking about providing care with dignity on Friday March 27 in the MERC Upper Lounge from 2 to 3 p.m. Cookies and refreshments will be served!