



MISERICORDIA
Health Centre
The future of care

2015-2016

REPORT TO THE COMMUNITY



MISERICORDIA: *Community of Caring*



Photo: Joe Bryksa/Winnipeg Free Press

Misericordia Health Centre

99 Cornish Avenue, Winnipeg, Manitoba, R3C 1A2

Tel: 204-774-6581 Email: info@misericordia.mb.ca

www.misericordia.mb.ca



MisericordiaMB

Misericordia: COMMUNITY OF CARING

Misericordia Health Centre's core values are caring, respect and trust.

It's not a coincidence caring appears first in the list: we are a community of caring – caring for our patients, residents, clients as well as our staff and volunteers.

MHC is renowned for our compassionate care; we continue to live the Mission of our Founders, the Misericordia Sisters.

Caring for one another is evident in our staff engagement scores: MHC had the highest staff engagement in the Winnipeg Health Region this year – and among all the hospitals surveyed by Aon Hewitt across Canada.

Misericordia Health Centre is also fortunate to be located in the heart of Winnipeg, surrounded by a caring community. Many thanks to the local schools and hardy Winnipeggers who helped our Foundation break a Guinness World Record for the Largest Gathering of Angels!

Continuing Caring - in new ways, and in new buildings

This year, MHC was excited to introduce a personal care home scheduled respite program to provide relief to families who care for a dependent senior. We currently have eight respite beds and will double to 16 in the fall.

With Phase 1 of redevelopment complete and our new Maryland building officially open, Misericordia is now actively planning for Phase 2 of redevelopment – an estimated \$18-million new construction to replace our 1906 aged Sherbrook building.

Phase 2 includes a distinct accessible main entrance on Sherbrook Street – that nearly half a million Manitobans will enter annually –

featuring a 30-ft high glass atrium opening into a town square highlighting our original Sherbrook building portico, a history wall, a healing garden and a café. A new chapel with an antechamber museum rounds out the design.

Parallel to Phase 2, the Winnipeg Health Region is working with us to design a Renal Dialysis Centre with an adjoining inpatient Chronic Care Unit for older adults requiring dialysis. A Renal Dialysis Centre is a perfect fit with MHC's Mission of meeting the needs of an aging population.



Maria Grande
Maria Grande
Board Chair



Rosie Jacuzzi
Rosie Jacuzzi
President & CEO
YMCA-YWCA 2015 Business
Woman of Distinction



Vision, Mission & Values

Vision: Misericordia Health Centre is a leader in healthy aging through compassion, innovation and excellence.

Mission: Misericordia Health Centre is a leading provider of specialized and long-term care programs designed to meet the needs of the aging population in accordance with the Catholic tradition of ethical and spiritual values through the legacy of the Misericordia Sisters. We serve Manitobans through programs unique to Misericordia: Buhler Eye Care Centre, Provincial Health Contact Centre, Sleep Disorder Centre and Urgent Care Centre.

Values: Caring • Respect • Trust

Misericordia Corporation Members

For more than 100 years, the Misericordia Sisters accomplished so much in Winnipeg – everything from operating a hospital, an orphanage and a school of nursing to advocating for donations to inspiring communities with calls to action.

When the Sisters returned to their Motherhouse in Montreal in 2004 they entrusted the ownership of Misericordia Health Centre to our five volunteer Misericordia corporation members, including the Archbishop of Winnipeg.

Our corporation, supported by the board of directors, ensures the Misericordia Sisters' Mission – *Compassion of the Heart for Those in Need* – and values are lived through our staff and volunteers in their delivery of excellent faith-based care.

The Misericordia Sisters still monitor our progress from afar – they even follow MHC on social media – and are proud of MHC's focus on outpatient excellence and healthy aging.

This year MHC's corporation is pleased to be a sponsor of the Catholic Health Association of Manitoba's Legacy of Care, Courage and Compassion project honouring women religious.

**Congratulations to the Honourable Madam Justice Kaye E. Dunlop on her recent appointment as Judge of the Court of Queen's Bench, Family Division.*



Raymond Cadieux
CHAIR



Most Reverend Richard J. Gagnon
ARCHBISHOP OF WINNIPEG



P. Michael Sinclair
SECRETARY



*Kaye E. Dunlop



Paul A. Mahon

2015-2016 Board of Directors

Misericordia's volunteer directors are accountable to the communities MHC serves – including Manitoba Health and the Winnipeg Health Region - for providing safe, compassionate care to our residents, patients and clients.

Our board is also responsible for overseeing MHC's strategic quality plans – everything from enhancing the patient experience to financial accountability to supporting Mission initiatives to optimizing information technology and so much more.

During this exciting time of significant revitalization at Misericordia, our board continues to be responsive to the changing health-care needs of Manitobans and advocate on behalf of our aging population.



Maria Grande
CHAIR



Michael Radcliffe
VICE-CHAIR



David Finley
SECRETARY



Kevin McCulloch
PAST CHAIR



Rev. W. Richard Arsenault
ARCHBISHOP'S REPRESENTATIVE



*Marileen Bartlett



Raymond Cadieux



Dr. Sergio Camorlinga



Edna Castillo



Patrick Hannah



Kaaren Neufeld



Todd Sykes



Dr. Cornelia van Ineveld



Peri Venkatesh



Christa Walkden

**Congratulations to Marileen Bartlett for being awarded the Order of Manitoba in recognition of her more than 30 years of leadership in the field of indigenous employment and training.*

ADVISORY MEMBERS: Bruce Birchard, R.A. Sam Fabro, Laurie Finley, Don Lussier, Myron P. Musick, Claudia Weselake

Misericordia 2015-2016 Statistics:

~A~

Ambulatory Care:

- Cast clinic visits: **6,562**
- Wound and foot care visits: **1,119**

~B~

Buhler Eye Care Centre:

- More than **33,000** eye clinic assessments and treatments
- **11,593** ophthalmology surgeries performed
- **11,587** eye injections to treat macular degeneration and other eye conditions
- **3,251** patients received care at ophthalmology residency clinic
- **5,180** fluorescein angiographies and fundus photography (photos of inside of eye)
- **98** corneal transplants
- **14**-bed inpatient unit

~D~

Diagnostic Imaging:

- **8,259** ultrasounds
- **19,903** X-rays
- **6,567** CT scans
- **2,287** electrocardiograms

Diagnostic Services Manitoba Laboratory Services:

- More than **200,000** tests
- **17,272** blood samples collected

~E~

Education: **178** total students trained at MHC for more than **22,562** hours – from ophthalmology residents to respiratory therapists to dental hygienists to medical office assistants and more

Eye Care: see Buhler Eye Care Centre

eHealth: Misericordia staff submitted **7,999** service requests to eHealth's help desk

~F~

Focus on Falls: **629** seniors vision-screened and checked by an optometrist as part of the Focus on Falls Prevention Vision-Screening program

Foundation: **1,275** staff, student and community members dressed as angels with gowns, wings and halos to break the Guinness World Record for the World's Largest Gathering of Angels

~H~

Health Information Services:

- **Two** medical transcriptionists typed approximately **1,500** reports monthly
- Clerks processed **7,990** visits monthly

Housekeeping:

- More than **5,000** beds cleaned
- Approximately **34%** of waste was diverted from landfill to recycling

Human Resources:

- **1,089** staff: **129** staff under the age of 30 and **136** staff over the age of 60
- Average employee age: **46** years
- Longest-serving employee: **56** years
- **34** retirees with combined service of **882** years

~I~

Interim Care:

- **128** beds for residents transitioning into a personal care home
- **288** admissions

~L~

Lab: see Diagnostic Services Manitoba

Long-Term Care:

- **100**-bed Misericordia Place Personal Care Home
- **38** admissions

~N~

Nutrition Services:

- **260,922** resident and patient meals served
- **85%** satisfaction rate

~O~

Oral Health: **838** dental surgeries for children

~P~

Parking: new floor of parkade opening meant **ZERO** parkers turned away, as opposed to the approximately **75** parkers that had to be turned away daily in the past

Patient Registration: **99,536** patients registered

FROM A TO Z

Personal Care Home Scheduled Respite Program: **Eight** beds for short-term admissions, providing relief to families who care for a dependent person at home

Plant Services:

- More than **5,000** work orders processed
- Nearly **600** sinks and toilets unclogged
- More than **1,300** light bulbs changed
- **300** plywood sheets, **800** feet of pine boards and **3.5** kilometres of welding wire used in projects

PRIME, a health centre for seniors:

- **65** clients enrolled with more than **160** referrals
- **502** doctor visits
- **11,520** minutes of group exercise
- **19,778** laps of walking track for a total of **1,098** km
- **11,926** days able to continue to live in the community (out of hospital or personal care home)

Provincial Health Contact Centre:

- PHCC handled more than **630,000** calls
- **125,197** Manitobans called Health Links – Info Santé. Phone **204-788-8200** or toll-free **1-888-315-9257** for health information
- **517** clients are enrolled in TeleCARE-TéléSOINS. Phone **204-788-8688** or toll free **1-866-204-3737** to learn self-management of heart failure or Type 2 diabetes
- **2,651** Manitobans called Dial-a-Dietitian. Phone **204-788-8428** or toll-free **1-877-830-2892** to learn about food and nutrition

~ R ~

Recreation Services:

- **22,178** number of times residents attended recreation events - from big band concerts to baking to horticulture to fitness events and more
- Celebrated **eight** residents' birthdays who were 100 or 100+ years old
- **350** burgers and **290** hotdogs served at resident barbecues
- **312** Music and Memory sessions
- Nearly **520** dog therapy visits
- **560** art workshops
- **Two** resident choirs

Rehabilitation Services:

- MHC For Lungs: **803** visits
- Easy Street visits: **2,005**
- Physiotherapy visits: **11,439**
- Occupational therapy visits at MHC: **1,975**
- **35** occupational therapy home visits to assist people to function safely and independently
- **15,430** minutes spent training clients to drive power wheelchairs, including practice sessions with Winnipeg Transit
- **9,544** minutes of ultraviolet light treatment to people with skin conditions

~ S ~

Sleep Disorder Centre:

- **10**-bed inpatient unit
- **5,552** sleep studies
- **19,751** patients received treatment

Social Work: **4,407** visits and **1,172** referrals

Spiritual Care:

- **1,195** individual visits to residents and patients
- **360** small group services
- **360** chapel services of a variety of denominations, with average attendance of **23** residents

~ U ~

Urgent Care:

- **39,025** visits
- **20%** visits due to eye injury or vision issues

~ V ~

Volunteer Services:

- **382** volunteers contributed **16,601** hours
- More than **10** student volunteers assisted staff with landscaping
- **21** volunteers assisted residents in exercising their right to vote in federal and provincial elections
- More than **65** student volunteers handed out Christmas cards, sang carols and delivered gifts to all our residents in one afternoon
- More than **55,000** newspapers were delivered to residents and waiting rooms
- **One** of our longest-serving volunteers, Ms. Jean Brewer, was awarded the Judge J. M. George Memorial Award from the Regional Health Authorities of Manitoba for almost 30 years of outstanding volunteer service in the health-care field in Manitoba

Misericordia Health Centre: WHO WE ARE and WHAT WE DO

Misericordia: Focus on Healthy Aging

MHC is a leader in healthy aging through compassion, innovation and excellence.

Misericordia: The Future of Care

MHC'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*. Our patients come to us for care – eye assessment and treatment, sleep studies, non-life-threatening emergencies and more – and then return to their own homes.

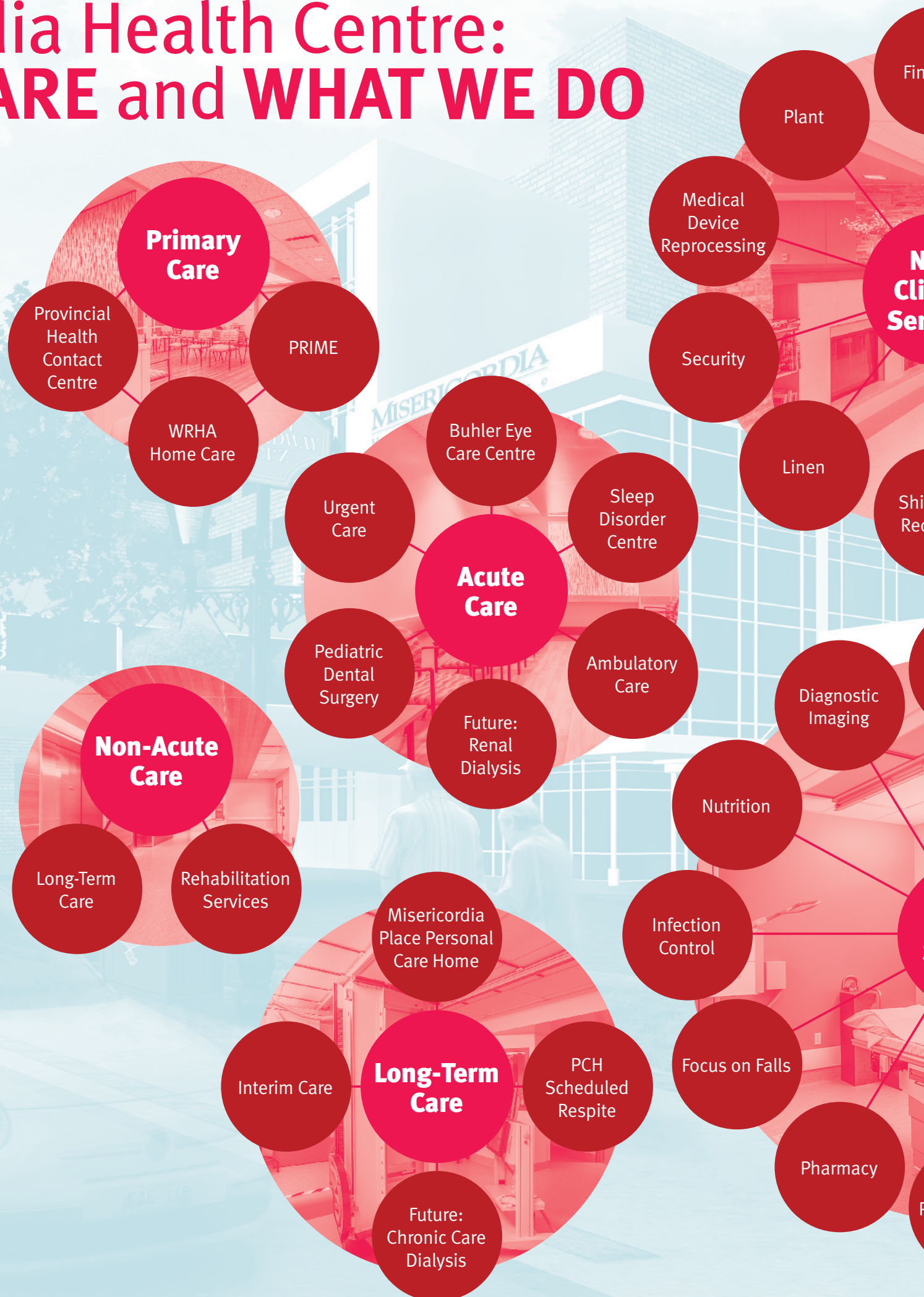
Misericordia: Hybrid Health Centre

MHC is unique in that we are a hybrid health facility, providing a continuum of care from primary to acute to long-term care.

Primary care is typically the first contact of care for patients within a health-care system – like phoning Health Links – Info Santé for advice from a nurse.

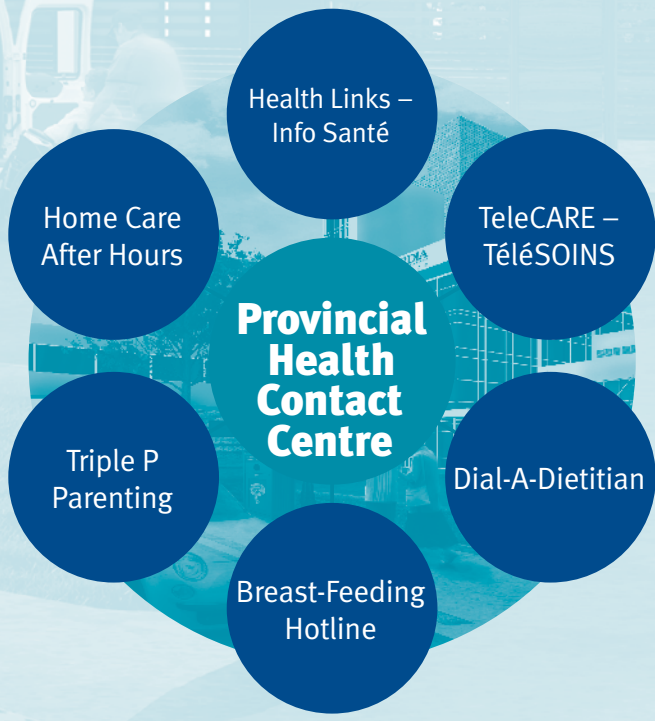
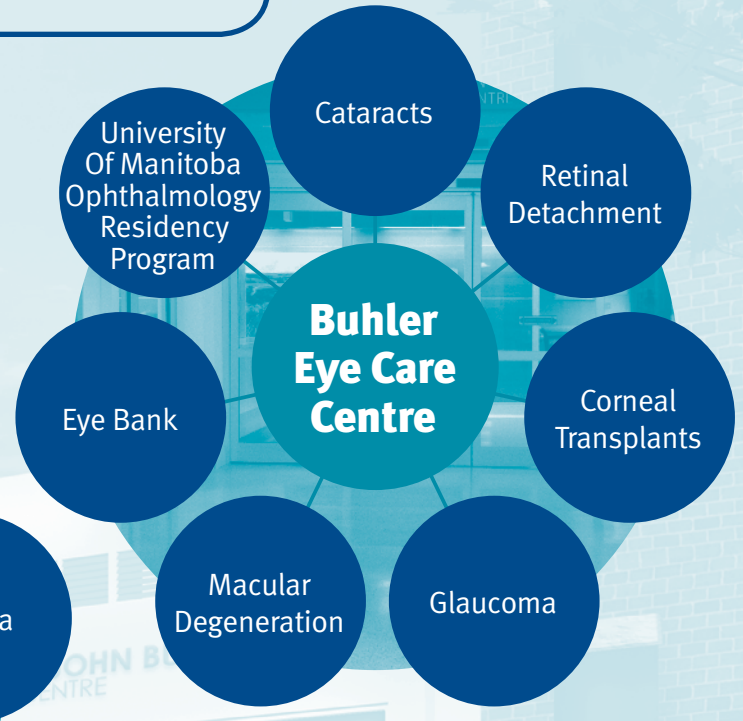
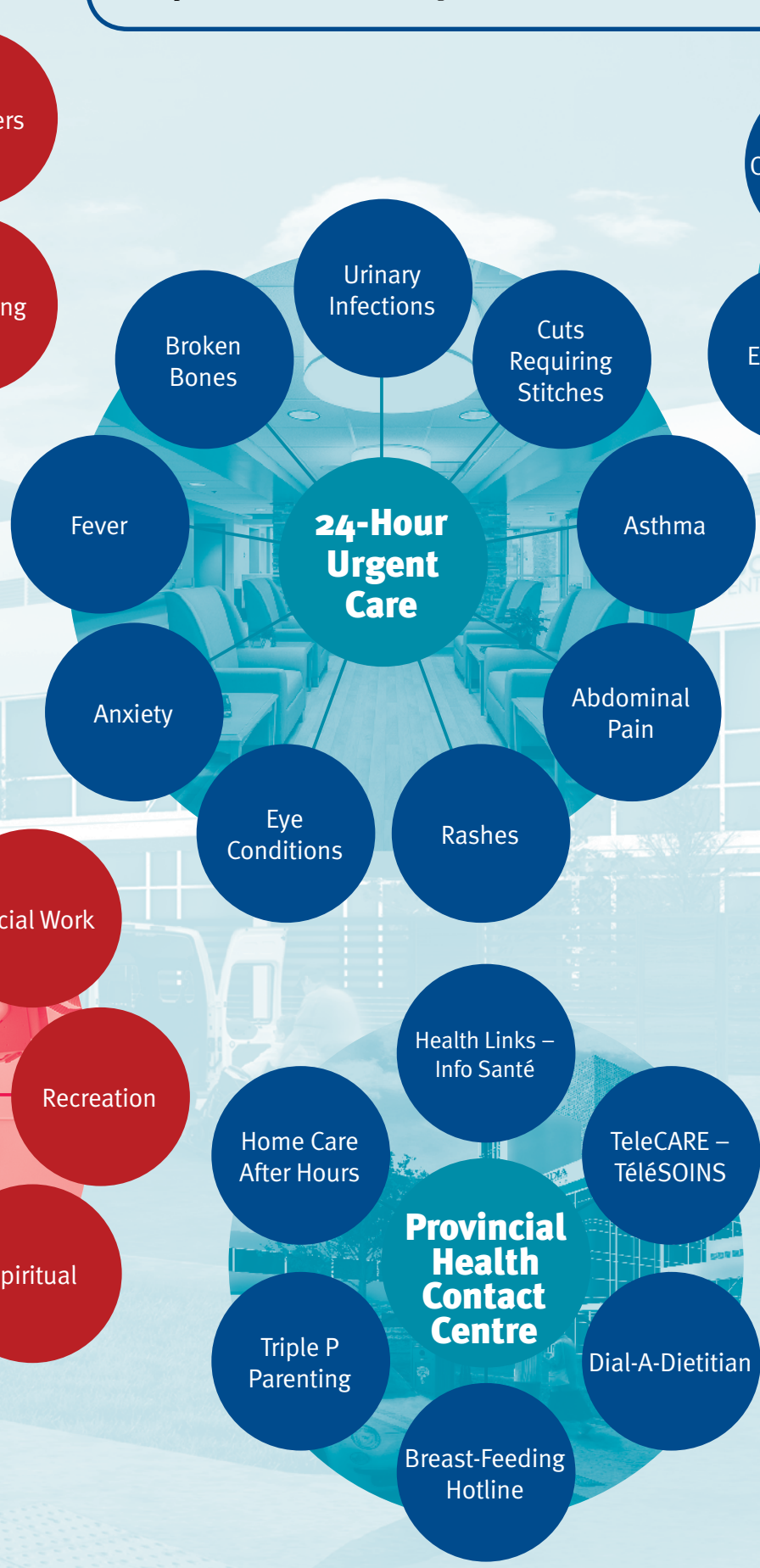
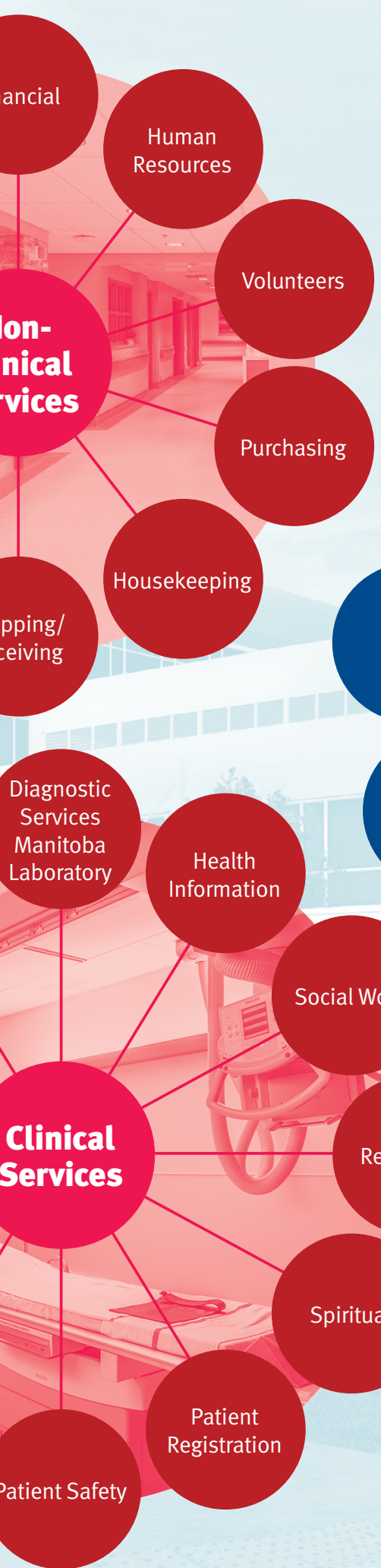
Acute care is where a patient receives active but short-term treatment for a serious or distressing injury or illness.

Non-acute care is where a resident or client receives care that does not meet the definition of acute care, includes rehabilitation and longer-term care.



Misericordia: Flagship Programs

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



We are grateful for our caring community

When we look back at the completion of Phase 1 of Misericordia Health Centre's capital redevelopment last year, we can't help but think of a well-known saying, "It takes a village to raise a child."

In our case, it's taken a community to raise our new Maryland building, which features programs that truly are *the future of care*. The completion of the campaign's first phase would not have been possible without the generous support of many loyal donors and the community at large. We received gifts of all sizes and each and every gift was important and necessary to the success of this campaign.

When asked, some of our donors will tell us they give to the Misericordia Health Centre Foundation because they are grateful for their sight; that they received excellent care as patients of the Buhler Eye Care Centre and because of this care, they have maintained or regained their ability to see.

Many donors will also tell us they give because of the compassionate, respectful, enriching care their loved ones received while living with us in one of our interim or long-term care units.

Many have also given to the Misericordia Health Centre Foundation because of the centre's place as an important part of the community. This sentiment was evident in the community support we received to break the Guinness World Record for the Largest Gathering of Angels in December!

We are so grateful for our donors' generosity and for their commitment to health care in Manitoba. Misericordia's state-of-the-art Maryland facility was made possible by our donors' generous and heartfelt support.

Phase 2 of the redevelopment is around the corner, and will involve replacing the 110-year-old Sherbrook Street building. A new front entrance, a two-storey atrium, offices, food area and a new chapel will greet our visitors and ensure their stay at Misericordia Health Centre is warm and welcoming. We look forward to sharing more news about this exciting new development as our plans progress!

Manitobans have been generous and we're so very appreciative of the support we've received. Our donors are truly paving the way for *the future of care* at Misericordia. On behalf of the patients, residents and staff of Misericordia Health Centre, thank you for your support.



Kim Siddall
Board Chair



Karen Woloschuk
Executive Director



Misericordia Health Centre Foundation 2015-2016 Board of Directors



Kim Siddall
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Dr. Michelle Georgi



Dr. Matthew Lee-Wing



Tim McIsaac



Jim Rae



Craig Schatkowsky



Colin Skibitzky



Lisa Stiver



Brian Taillieu

Diverse programs enhance seniors' lives

If you're planning to drop by to visit one of Misericordia Health Centre's interim or long-term care residents, you might want to call ahead.

Chances are the person could be busy taking part in one of the Life Enrichment programs funded through the generosity of Misericordia's donors.

They might be tending the flowers or vegetables they've planted as part of horticultural therapy, posing for an artist drawing their portrait or decorating cupcakes.

"The whole point is to enrich their lives, but also engage them in the different recreational activities," says Ellen Locke, the centre's manager of recreational services.

Thanks to the generosity of our donors, here are a few of the programs we are able to offer our residents:

Manitoba Underground Opera singer Andrea Lett enthalls Misericordia Place residents.



Enriching lives through art

Officially it's time together to do art, but one Life Enrichment program is more "a women's social group."

That's how Locke likes to describe the visits an artist makes twice a month to female residents who all live on one interim-care floor.

They crochet, knit, draw or paint together, sometimes getting inspiration from props such as china tea cups with flower patterns or sprigs of real lilacs.

"There's a lot of social engagement and emotional engagement. You see a lot of smiling," Locke says.

"The importance of doing it is being in the moment. Some of the ladies have dementia; it's so wonderful to see them living in the moment, enjoying themselves, telling stories of when they were young, telling stories about gardening."

Summer musician delights

There's a lot of toe tapping going on at Misericordia during the summer months.

George Bajer-Koulack, a music major at the University of Manitoba, visits 30 hours each week, playing his guitar and singing with residents at barbecues or on the centre's Great-West Life Rooftop Garden and Solarium.

There are also smaller gatherings and one-on-one time, which one resident took to another level when she collaborated with the student to write a song.

"Music brings people happiness," Locke says. "Anybody at any cognitive level, any physical level, they can enjoy music so it's fantastic."

Opera hits the right note

When opera singers visit Misericordia, one long-term care resident takes a front-row seat.

The opera buff soaks up the performances, but also challenges the singers with requests to sing some of her favourite songs.

"They love her," Locke says of the Manitoba Underground Opera Company members, all of whom are University of Manitoba music students.

The Opera Company performs monthly, alternating between long-term care residents of Misericordia Place and interim-care residents at the health centre.

"What I love best about having the opera is it's high-calibre, mature entertainment," Locke says.



Interim-care resident Audrey Stewart, with the help of recreation professional Nicole Perras, decorate angel wings in anticipation of Angel Squad.



Guitar-playing George Bajer-Koulack entertains interim-care resident Sandor Dienes.

Donations bring light to the Buhler Eye Care Centre

Dr. Ravi Dookeran performs an eye surgery.



Photo: Nilufer Rahman



Ophthalmology photographer/technician Patty Darvill completes an ultrasound of Cathy-Anne Cook's eyes.

Brenda Weiss has come to know patients seeking eye care at Misericordia Health Centre.

The manager of patient care for the ophthalmology program would often get feedback that wasn't always positive.

The patients had no concerns about the care they received, they were more frustrated about the cramped, old Sherbrook building that was gloomy and barely had room for wheelchairs or stretchers.

That has all changed since the Buhler Eye Care Centre opened its doors two years ago this June.

"Patients used to complain because it was very crowded," Weiss says. "Now they come and say to me how beautiful the building is, how much nicer it is to be here and to be cared for here."

"We're very proud of the care we provide here, but now we are able to provide it in a better environment."

The new building was designed for low-vision patients. Large hallways with darker edges on the floor and a strip of light-coloured linoleum down the middle guide patients, who also use hand rails on each side of the walls.

Large windows let in natural light to the waiting rooms, providing a beautiful space for patients waiting for their appointments, Weiss adds.

The Buhler Eye Care Centre is the largest comprehensive surgical and treatment program in Western Canada. It also houses the University of Manitoba Ophthalmology Residency Program.

To say it's a busy place is an understatement.

In the year ending March 31, there were 11,593 eye surgeries performed (more than 10,000 for retinal problems and cataracts) and 11,609 treatments for macular degeneration.

Dr. Mathen K. Mathen, the ophthalmology department head, is also appreciative of the new surroundings.

"It's a much larger facility so we're not packed like sardines," he says. "For people with disabilities and all the motorized wheelchairs, there is a lot more room for them to move around in."

He noted three principal donors to the Misericordia Health Centre Foundation covered the cost of modern equipment in the retinal clinic.

"If you don't have that equipment, you'll essentially be 10 years behind in the world," he says.

Donations also covered the cost of renovations to operating rooms. Wooden cabinets were replaced, walls were sealed and stainless-steel plates installed.

"The demands on our health-care system are so great, that if it weren't for donors we could not invest in capital equipment. Donor support provides for basic equipment like stools and stretchers to more sophisticated, state-of-the-art equipment that can cost thousands of dollars for a single item," Mathen says.

"We wouldn't advance if we didn't have the support of our donors."

FIRST ANNIVERSARY of PRIME celebrates healthy aging

From three or four steps to a lap around the hallway walking track.

That's the progress one client at PRIME, a health centre for seniors, has made in her first seven months attending the day program at Misericordia Health Centre.

But it's not just the physical changes PRIME manager Sheila Marentette has seen in the client, there's also been a positive impact on her mental well-being and social interactions.

"She was quite reserved before and quite withdrawn and now she's got some people she likes to sit with and she'll make some jokes with us," Marentette says.

She was referred to PRIME by home-care workers concerned about her ability to live in her own home. She frequently called 911 after falls from her wheelchair and only sporadically took her medication.

She hasn't had a fall for months and her meds are now on schedule.

"It's given her strength and it's given her confidence," Marentette says.

She's one of 65 PRIME clients who celebrated the program's first-year anniversary in May with a party that had everyone dancing.

"We are there for some really complicated clients who want to stay in their home, but for whatever reason they're not managing when they use all the supports that are out there," Marentette says.

"They end up in the hospitals and the emergency rooms and the urgent care rooms. We want to take those people and help them and help their families be proactive, catch their changes before they end up having to go to the hospital and keep them stable in the community."

Retired local pharmacist J. Laurie Johnston praised PRIME's mission when he donated \$500,000 toward the program when it was part of Misericordia's redevelopment plans.

"I have put my trust in the PRIME program at Misericordia," Johnston said when he made the generous donation.

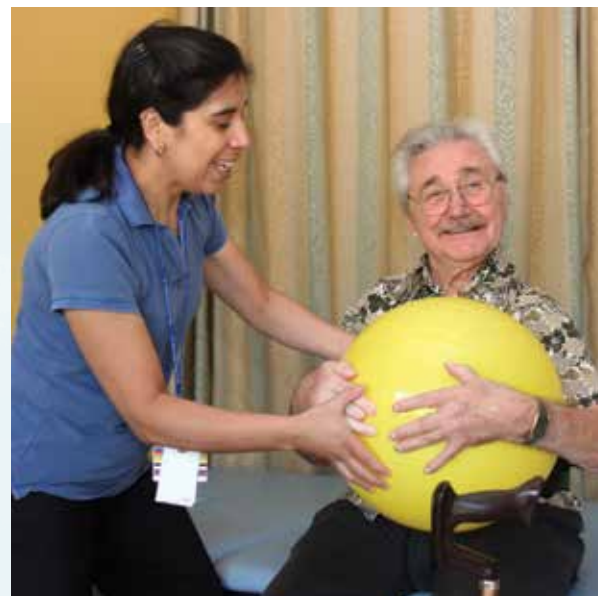
Staff is working hard to ensure his trust isn't misplaced.

The program has the capacity for 70 participants, 30-35 per day. They can attend up to five days a week and receive care from a team including case managers, health-care aides, nurses, physiotherapists, recreation facilitators, social workers and a dietitian. They also have access to Misericordia's medical services.

Most clients are in their 60s and 70s and donations enhance their experience, Marentette says.

Staff recently made a request to the Foundation for a second exercise bike, a sound system with speakers in different areas and a large aquarium filled with tropical fish for clients to help care for and enjoy.

"The donors do make a difference. We wouldn't be here without them," Marentette says. "Donations really enhance the client's experience."



Rehabilitation assistant Paola Mejia works with client Steve Balazs in PRIME's rehabilitation studio.



Nurse case manager Anna Cotroneo monitors Royal Keyser's vital signs.



Medical office assistant Jacquie Blake shares a laugh with PRIME client Jim Erickson.

MHC Foundation's Angel Squad Breaks Guinness World Record

It may have been a cold winter day in Winnipeg, but hearts were warmed by a special event hosted by Misericordia Health Centre Foundation last Dec. 1.

To celebrate the 20th anniversary of the Angel Squad, an annual Foundation fundraising event, 1,275 staff, area students and community members dressed as angels to break the Guinness World Record for the World's Largest Gathering of Angels.

It was a number that soared past the former mark of 1,039 held by a group from Hauzenberg, Germany.



MHC Foundation executive director Karen Woloschuk, Mayor Brian Bowman and MHC Foundation board member Jane Emslie.



Photo: Joe Brykka/Winnipeg Free Press

Misericordia employees Mike Tomchuk, Kristyn Dunn, Mary Ann King and Mirna Alberto.

The Misericordia Angels came in all sizes, decked out in white gowns and sporting halos and wings on the grounds of Mulvey School. Area schools such as Balmoral Hall, Booth College, École Léo-Rémillard, Kelvin High School, St. Mary's Academy, St. Paul's High School and Westgate Collegiate sent Angels as well!

The accomplishment also kicked off last year's Angel Squad campaign. On Dec. 2 and 3, neighbourhood students, Misericordia staff and volunteers – our own Angels – stood along the Maryland Bridge in their heavenly outfits to collect donations from drivers. Angels were also seen collecting donations in Winnipeg Square and 201 Portage Ave.

These generous gifts help the Foundation enhance patient and resident services and programs.

I/we wish to make a gift of:

\$50 \$75 \$100 \$200 OR I prefer to give \$ _____

I/we wish to contribute through:

Cheque (made payable to the Misericordia Health Centre Foundation)

Visa MasterCard

Card #: _____ Expiry Date: ____/____/____

Name on Card: _____

Signature: _____

Name: _____

Address: _____

City: _____ Prov.: _____ PC: _____

Phone: _____ Email: _____

- Please recognize this gift in publications as follows: _____
- For recognition purposes, I/we wish to remain anonymous
- I am considering a bequest and would like more information
- I have included the Misericordia Health Centre Foundation in my will

An official tax receipt will be mailed under Revenue Canada Taxation Registration #11904-2174-RR0001



Misericordia Health Centre Foundation
 99 Cornish Avenue, Winnipeg, MB R3C 1A2
 Tel: 204-788-8458 • Fax: 204-774-0766
 Email: mhcfoundation@misericordia.mb.ca
www.misericordiafoundation.com

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Thank you for your support!

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