



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

FEBRUARY 2016

# Life @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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**M-NET**  
MHC Network



## PRESIDENT'S MESSAGE: SURVEY SAYS ... MHC BEST IN CANADA



I know the headline seems outrageous – but it's true!

At **73 per cent**, Misericordia has the **highest** level of staff engagement among all the hospitals Aon Hewitt surveys **across the country**.

Congratulations, everyone! This is such a good news story. The Winnipeg Health Region's

overall engagement score was **58 per cent**. Interestingly, the average of hospitals across Canada is only **47 per cent**.

What is engagement, you ask? It's not satisfaction, it's a measure of employees' emotional and intellectual commitment to an organization. Staff who are engaged:

- say great things about Misericordia
- aren't planning to leave to take another job and
- put in extra effort to help Misericordia succeed

There are different categories in the survey that show us where we are doing well and where we could do better. We learned people really liked

their jobs here: **82 per cent** enjoy their work and feel their job is a good match for their skills and experience.

The lowest category was career opportunities, at **46 per cent**. Having career advancement in a smaller organization is always tricky. We know that staff that have career discussions with their manager will be more engaged. This is something we need to work on!

Right now our department heads have all the specific results and will be sharing with their staff and working on action plans to improve different categories. Please ask your manager about your department's survey results!

## PARTICIPATION RATE

I want to thank everyone who took the time to fill out the survey. While we are pleased our participation rate increased this year from **35 to 37 per cent**, we'd really like more people to take the survey so we can ensure all staff opinions are represented and we have a clearer overall picture.

*Rosie Jacuzzi*

Rosie Jacuzzi  
President & CEO

**We did it!!**

## MHC FOUNDATION PRESENTS: BLACK TIE GALA

By Katie Hartle, MHC Foundation

### THANK YOU MHC OPHTHALMOLOGISTS – BLACK TIE GALA 2016!

We are so excited that Misericordia Health Centre's department of Ophthalmology has joined together once again to become the presenting sponsors of our upcoming fundraising gala!

The money raised from the MHC Foundation gala will support programs, enhance our facilities and provide new equipment at Misericordia - together we can change lives right here at MHC!



### YOU ARE INVITED TO JOIN US AT OUR BLACK TIE GALA APRIL 16, 2016

Tickets are \$200 each and include a cocktail reception, dinner, souvenir photos, dancing, and music from the Danny Kramer band. This is a fun night to get dressed up, bid on amazing prizes at our live and silent auctions, enter the West Jet raffle, and dance the night away in the Fort Garry Ballroom!

Tickets are available now! Stop by the Foundation office, or call us at ext. 8458, or visit us online at [www.misericordiafoundation.com/black-tie-gala](http://www.misericordiafoundation.com/black-tie-gala).



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

# DID YOU KNOW?

## MISSION DAY - THANK YOU!

Thank you for attending Mission Day 2016 - marking the fifth Mission Day at MHC.

Congratulations to our prize draw winners: Lea Wessner and Jasmine Robinson! Lea and Jasmine each took home a \$50 gift card to Smith restaurant (Inn at the Forks) and two admission passes to the Canadian Museum of Human Rights!



## SISTERS REFLECTION EXHIBIT

The Sisters Reflection Exhibit will be in MHC's Auditorium until Friday, February 12, leaving you time to read two reflections per day!

CHAM's Legacy of Care, Courage and Compassion project team would like

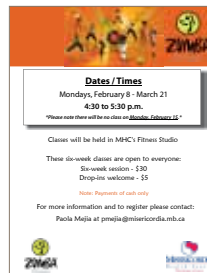
to hear your testimonials! Have you felt touched or been helped by a Sister? Share your testimonial with them by visiting: <http://www.sisterslegacy.ca/testimonials.html?lang=en>



## ZUMBA IS BACK AT MHC!

Join MHC staffer and Zumba Instructor Paola in MHC's Fitness Studio on Mondays from 4:30 - 5:30 p.m. for your weekly Zumba session beginning February 8!

For more information and to register contact Paolo Mejia at [pmejia@misericordia.mb.ca](mailto:pmejia@misericordia.mb.ca) or ext. 2400.



## SHROVE TUESDAY PANCAKE BREAKFAST

Let's band together on Tuesday, February 9, for the annual Shrove Tuesday Pancake Breakfast!



All proceeds go towards the MHC Staff Crisis Fund.

Tickets are available for \$5 from Switchboard, Human Resources and the Misericordia Place reception desk.

## HOW MANY GOLF BALLS CAN YOU COUNT?

The staff golf tournament committee presents: How many golf balls can you count?

Visit the intersection of Elevators B and C on the main

floor, Wednesdays between 11:30 a.m. and 12:30 p.m. for your chance to win a VIP movie pass by guessing how many golf balls are in the water jug!

Can't make it away from your desk? No problem! Watch for the roaming cart visiting program areas near you.

All guesses are available for \$1. Draw will take place on Friday, February 12.



50th Anniversary Staff Golf Tournament Fundraiser Draw  
How many golf balls can you count?

Visit the intersection of Elevators B and C on the main floor Wednesday between 11:30 am and 12:30 pm for your chance to win a VIP movie pass by guessing how many golf balls are in the water jug! Can't make it away from your desk? No problem! Watch for the roaming cart visiting program areas near you. All guesses are available for \$1. Draw will take place on Friday, February 12. FREE popcorn with your guess!

## UPCOMING FOUNDATION EVENTS

- MHC Foundation Black Tie Gala – April 16, 2016
- MHC Foundation and Jocelyn House Ladies Friendship Luncheon - June 8, 2016
- MHC Foundation Golf Classic – July 13, 2016

# WORLD DAY OF THE SICK, FEBRUARY 11

By *Stepan Bilynskyy*, Director, Spiritual Health Services

During the week of February 8-12 Spiritual Health Services of Misericordia cordially invites you to share our celebration of the World Day of the Sick.

We will offer an information display presented at various sites and will distribute prayer cards.

On Tuesday, February 9, the presentation "Pain Embodied: The Price We Pay for Being Compassionate" will be offered at 1:45 - 2:30 p.m. in the MERC Upper Lounge. It is recommended for all health-care professionals.

On Wednesday, February 10 an Ash Wednesday service with imposition of Ashes will be celebrated simultaneously at 10:30 a.m. in both Misericordia Place and C3 Chapels; opened for all residents, visitors and staff.

The Anointing of the Sick will be available for the residents during the Masses on February 11 and 12. The World Day of the Sick morning and evening prayer will be offered from overhead at 9 a.m. and 6 p.m.



# MISSION MOMENT

Submitted by *Tracy Cappello*, Chief Financial Officer

At each Senior Leadership Team meeting, members are asked to share a Mission Moment. Tracy Cappello, MHC's chief financial officer shared a thoughtful experience:

"In finance - and I think other support services - we don't get as many opportunities to see the Mission, vision and values in action as staff do in front-line clinician roles. I want to share a moment when I witnessed and participated in an event reflecting on this, which touched me:

It was a few months back when the main hallway hoarding was still up along the wall of the new Diagnostic Imaging area. As I walked by I noticed a resident family and the resident trying to talk to a gentleman who was struggling to get down the hall to Urgent Care.

I stopped to see if he needed help but he was in so much pain he could barely stand. He was shaking, crying and could hardly speak.

The gentleman had pain in his chest, shoulder and arm.

About the same time one of the trades helpers stopped to inquire, along with a security guard.

I quickly grabbed a wheelchair sitting beside Elevator B. The trades helper ran to Urgent Care to advise staff while the security guard, resident and resident family stayed with the gentleman reassuring him care was coming.

I realized afterwards none of these people were front-line clinician staff.

A security guard, a family, a maintenance person and an accountant - not one person passed this gentleman by.

I don't think this would have happened at any other facility.

This experience made me realize we have reached all corners of the organization with our core value message of compassion and caring;

it isn't just a message, we have internalized it, and will take action when needed." - Tracy Cappello

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Do you want to say "thank you" for a coworker's thoughtfulness and compassion? Send them a Mission Moment card!

Have you witnessed a staff member living our Mission? Send them a Mission Moment card and send info@misericordia.mb.ca an email with your story - it could be the next Life@MIZ Mission Moment.



## FOCUS ON FALLS PREVENTION – VISION SCREENING PROGRAM

By Mary Ann Masesar and Sylvia Chidlow, Focus on Falls

Did you know MHC is home to the award winning Focus on Falls Prevention – Vision Screening Program?

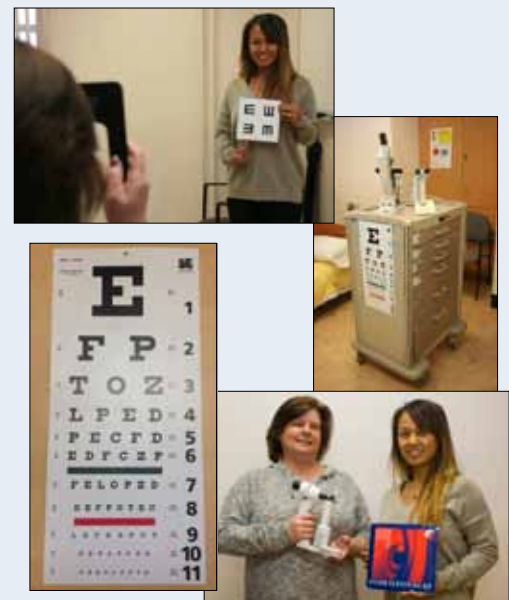
A fall can be a devastating event for a senior, their family and caregivers. Up to 50 per cent of older adults have undetected, reduced vision. But with vision intervention, research has demonstrated that falls and fractures can be dramatically reduced.

The program includes on-site optometry clinics held at various units throughout MHC, Misericordia Place and other long-term care facilities.

Here, optometrists conduct a full eye examination and identifies if further eye care is required.

The program also offers vision screening training and education to staff who want to learn more about caring for residents with visual deficits

Want to set up a vision clinic on your unit? Interested in becoming a Vision Screener? Contact Sylvia Chidlow at ext. 8496 or Mary Ann Masesar at ext. 8073 for more information.





## RETIREMENTS / NEW HIRES

### RETIREMENTS:

Susan Dojack  
Registered Nurse II,  
Health Links-Info Santé

Farida Abdulrehman  
Ultrasound Sonographer,  
Diagnostic Imaging

### NEW HIRES:

Richard Reimer  
Electrician,  
Plant Services

Lauren Becker  
DI Assistant,  
Diagnostic Imaging

Marsha Gillies  
General Duty Sonographer,  
Diagnostic Imaging

Nestor Ragasa  
Registered Nurse II,  
Misericordia Place Level 2

Janet Madill-Guenther  
Registered Nurse II,  
Operating Room



## INTRODUCING...

**K**elly Cormack, Manager,  
Plant Services!

Kelly joined our Misericordia family during our most festive month – December! – bringing with him a wealth of knowledge and experience in HVAC and Industrial Electrical.

Before joining our family, Kelly worked at VIA Rail - in both British Columbia and Winnipeg - and most recently, St. Boniface Hospital.

This February Kelly will be taking his first family vacation with his three sons to an all-inclusive

resort in Puerto Vallarta, Mexico - and he's ecstatic! Born and raised in rural Manitoba, most of his family vacations are spent on the family farm or camping in various locations throughout Manitoba.

On behalf of all of us at Misericordia, welcome to the family, Kelly!



## INTERFAITH CALENDAR

- February 7 Four Chaplains Sunday - Interfaith - Commemoration of the event in World War II when four Chaplains of Jewish and Christian traditions (Catholic and Protestant) gave their life jackets to others as a troop ship sank in the Atlantic Ocean.
- February 8 Chinese New Year - Confucian, Daoist, Buddhist - Begins a 15-day festival for Chinese people of all religions. Family reunions with thanksgiving and remembrance of departed relatives take place. Traditionally a religious ceremony honouring Heaven and earth.
- February 14 Saint Valentine's Day - Christian - Christian celebration of the love of God presented in Jesus and in the lives of Christian believers. St. Valentine was a third century martyr. This day is widely observed as a secular celebration of love.
- February 26 Intercalary Days begin - Baha'i - Baha'i insertion of days into the calendar in order to maintain their solar calendar.

## SAFETY CORNER

By Colleen Telford, Occupational Health Nurse

**Please be aware that many patients, residents and staff are sensitive to chemicals - including those found in scents, perfumes and aftershaves.**

Please be considerate of others.



Thank-you for your cooperation!



### BE SCENT SENSITIVE!

**M**any chemicals can be used to make scented products.

Did you know it is often these chemicals and not the actual scent of a product that can cause allergic symptoms for both staff and clients?

Please refer to MHC dress code policy: 100.040.009 and avoid wearing scented products to work!