



APRIL 2018

Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

PRESIDENT'S MESSAGE: ANSWERING YOUR QUESTIONS



I want to thank everyone who was able to attend our recent staff forum that served as an opportunity for me to get to know staff I may not have met in my chief nursing officer role and to answer questions.

I know it's impossible for everyone to leave their areas to come to a staff forum. I look forward to future opportunities to meet more of you – whether walking through departments or in meetings or at staff events.

A bit about me

This is my ninth year at MHC, and, hard to believe, my 32nd in health care! I've held a variety of roles in the Winnipeg Health Region and have worked in both regional programs and at sites including Seven Oaks and HSC.

I didn't plan on a career in health care: I was working as a health-care aide to help finance my Political Studies and Economics degree and immediately enrolled in nursing after finishing my undergrad. It was an excellent choice!

My belief in Misericordia

I'm so proud of Misericordia's reputation of excellence in compassion; that was a large factor in my decision to apply for the role of President & CEO.

I couldn't ask for a better foundation of staff, physicians and volunteers as we journey forward.

It was an adjustment for me when I came here to hear everyone referring to the "Misericordia Family." I now understand this family and the strong values it brings, along with a sense of pride.

I do think MHC has all the elements of success: the right people combined with our Mission, history and traditions that continually guide us to be leaders in ambulatory-based programs and healthy aging.

By history, I don't mean being left in the past: I mean applying our values, traditions and experience to innovate, persevere, be creative and grow to achieve our vision.

Continues on page 2

MHC FOUNDATION: Meet a Team Member!

Karen Woloschuk, Executive Director,
MHC Foundation



Meet Trish Taylor, Sponsorship & Event Officer for the Foundation.

Trish joined the Foundation in February 2016 and has been planning amazing events and connecting with all of our generous sponsors to raise funds for the Foundation.

One of the first challenges she met was planning a gala dinner for 350 guests in just

eight weeks. She did an incredible job and we had a very successful event!

Trish is responsible for all of the annual Foundation events including; the gala dinner, the golf tournament and Angel Squad. Trish has also been building relationships with other organizations and has developed several events including; the Canada Day Fun Run, Angel decal campaign and cupcake month.

On any given day, you might see Trish in the hallway directing patients to their appointments or petting a therapy dog. She enjoys helping patients find their way and tries to make their experience here a bit easier. As for the therapy dogs, she is a huge dog lover and there is always dog treats in her office for all the four-legged visitors. In her personal time Trish is a runner, enjoys frequently redecorating her home and has a seven year old Maltipoo named Lexy.

If you ever want to learn more about volunteering for Foundation events or if you have ideas for new events or sponsors be sure to drop by and meet Trish.

PRESIDENT'S MESSAGE: CONTINUED

We shouldn't be afraid of change. Yes, we are in the midst of the Healing Our Health System Plan and we don't know entirely what Shared Health – which becomes a reality on April 3 – will look like. But, without change there is no progress.

One of my favourite quotes is, "If you dislike change, you're going to dislike irrelevance even more."

That is not who we are at Misericordia, we are not comfortable with irrelevance; we take pride in changing and adapting to the needs of our communities we serve.

One of my main goals as President & CEO is to understand the change happening in the health system and keep all of you as informed as possible. And to work with team leaders to create strong structures to ensure we have effective and efficient programs and services.

I feel MHC, on many levels, is at the forefront with our vision of ambulatory excellence and healthy aging.

Misericordia is very valuable in the Manitoba health system, especially with our Mission and history of providing quality, compassionate care since 1898.

By Mission, I want to assure you I take the task of ensuring the legacy of the Misericordia Sisters lives on at MHC very seriously. I feel it is this faith-based Mission that brings additional value to our clinical excellence – and what distinguishes the care provided.

For me, it's not simply what type of care we provide here at Misericordia but HOW we provide clinical and service excellence. It's giving that little extra. It's what comes from the heart. That's what makes us different. It's our "Mission moments."

Recently I attended the debriefing of our PCH Standards Review visit and one of the facilitators mentioned a staff member took the time to understand where he needed to be and ensure he found where he was going. The facilitator had a positive experience before he even reached his destination. This is HOW we work at MHC.

I realize it's been a very challenging year for Misericordia, but I believe we are prepared to deal with whatever comes our way - together.

Questions from you

It was refreshing for me to hear such a wide

range of questions and to be able to dispel rumours.

Karen Herd, Deputy Minister of Health, Seniors & Active Living recently sent out a Health System Transformation Update to everyone who works in the Winnipeg Health Region. In it she said, "As a vital and contributing member of the health-care system, you are encouraged to remain informed."

This is wise counsel. I think it's important for our staff to be as well-informed as possible. Really, part of everyone's role at MHC, no matter where they work, is to understand our programs and services in order to understand where we fit in the health-care system and to be able to explain them to others.

For example, everyone who works here should know that our Eye Care Centre of Excellence is open 24/7 for eye emergencies: this is one example of how we fit into the health-care system.

If you have any questions you'd like to ask me, by all means don't be afraid to stop me in the hallways and ask. You can also call me at ext. 8366 or email cdekeyster@misericordia.mb.ca. I look forward to your questions and feedback.

Here's a summary of all the questions asked at the forum:

Q: With money in the new budget allocated to dialysis, does this mean the plan for geriatric dialysis care and renal dialysis at MHC will now go forward?

A: Yes, MHC was previously planning with the Manitoba Renal Program for a renal dialysis centre with an adjoining chronic care unit for older adults requiring dialysis. Unfortunately, to the best of my knowledge, this plan won't move forward as the government works toward concentrating services at specific sites.

Q: Staff enjoyed and benefited from "Java with Jacuzzi" – an opportunity to meet with the President & CEO. Will this continue in your tenure?

A: Absolutely. We've renamed the sessions "Coffee with Caroline" and they will begin next month. These gatherings are mutually beneficial as minutes are taken where compliments and concerns (anonymous, of course) are brought to the senior leadership team for sharing, awareness and review.

Q: Is the MERC building for sale? What will go into the library space?

A: No, the MERC is not for sale. We're planning how to make the best use of the space. Once we have the plan formalized, we'll share widely.

Q: What happened to the pool?

A: We never technically had a clinical program linked to the pool and never received any funding for it. We had to close the pool to conduct an engineering assessment, where we discovered it required cost-prohibitive structural work. This area is another area where we're looking at how to use the space appropriately.

Q: The government announced the CIVP program is coming to Misericordia. There was a time during strategic planning when we would discuss programs that would be a good fit to come to MHC. Is this still the case?

A: I believe Shared Health will be planning health services provincially. That said, of course we will continue to advocate on MHC's behalf for programs that are a good fit for us. We are fortunate we've positioned ourselves well as The Future of Care with specialized ambulatory-care programs and healthy aging for older adults.

Q: What about Phase 2 of redevelopment? When will the Sherbrook building be demolished?

This project, like virtually all capital projects across the WRHA, have been put on hold – not cancelled, but put on hold. I know we're all looking forward to this moving forward.

Q: I've heard a Quick Care Clinic is coming to MHC?

No, the region is reducing rather than adding Quick Care Clinics.

Caroline DeKeyster



President & CEO

Email Etiquette

Don't discuss sensitive/confidential matters in email

Confidential or sensitive matters should never be sent via email, unless you are attempting to establish a trail of responsibility and liability. Remember, a health facility is public body and all email can be requested through the Freedom of Information and Protection of Privacy Act (FIPPA). It is best to assume your message may be forwarded to others without your knowledge.

Don't send "away-from-facility" messages unless necessary

If you're going to be away for 3+ days, then by all means send an email in advance to appropriate staff (is it essential that it is sent to all staff or to MHC Department Heads listing?), but if you are away for a short period of time the Outlook Automatic Replies (out of office) and voicemail you set will alert people you are away.

More tips available on M-NET - home.misericordia.mb.ca/files/EmailEtiquette.pdf

Recently at MHC

March, 2018

Volunteer Appreciation

MHC Volunteer Services won a prize pack from Volunteer Manitoba for promoting how great our volunteers are on our social media accounts.

The prize pack included some tickets to the Assiniboine Park Zoo!

March 22, 2018

Spring Equinox Ceremony at MHC



Mission Moment

Denise Dueck, Administrative Assisatnt, Acute Care

Joyce Okrainec, RN in PAC Clinic brought in her mother's and mother-in-law's old jewelry (necklaces, broches, earrings and some bracelets) on Valentine's Day, February 14, for distribution to the female Resident's on C2.

Nicole Perras, Recreation Facilitator, distributed some of the jewelry on Valentine's Day and will be distributing the rest as bingo prizes.

Thank you Joyce for this lovely donation!

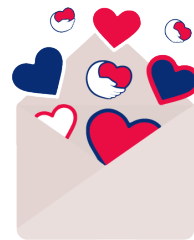
Congratulations Ellen Locke!

Congratulations to Ellen Locke, Manager of Recreation, who was the recipient of the 2018 Therapeutic Recreation Award of Excellence!!

Great job and well deserved for all your hard work!!



In Appreciation!



I want to show my appreciation to Dr. Stockl, Dr. Schaap and all the staff at Misericordia.

I had two eye surgeries there and everybody showed professionalism but also kindness.

MHC STAFF GOLF TOURNAMENT

THEN



NOW



SPRING

Starting a new half-century of golf in a new season!

Join the MHC Social Committee at Southside Golf Course on Friday, June 1, 2018.

Want to join the MHC Social Committee?

Contact committee chair Tammy Carriere at tcarriere25@misericordia.mb.ca



People Profile Archie Magsumbol



Archie Magsumbol is a CRN in the new MHC Clinical Resource Team (CRT). He joined the CRT following the closure of MHC's Urgent Care department in October, 2017 where he worked for a large percentage of his career since he first started working at MHC in 2007. Archie started out with MHC's Urgent Care from 2007-2009, in 2009 he went to work at HSC's Neurosurgery department, he returned to Urgent Care from 2011-2015, left for a one year stint in MHC's PACU and then came back to Urgent Care until it closed its doors.

When asked how it is to work with the CRT Archie said "Working for CRT is great. It has allowed us to meet and work with staff from the other departments within the building. The position has also facilitated independence and critical thinking. Working closely with C3N and the eye clinic and seeing eye patients on an acute basis has helped expand our knowledge in ophthalmology, which is what Misericordia is known for."

Speaking about his casual position at the Seven Oaks General Hospital Emergency Department Archie said that it provides him with balance, that he is satisfied so it doesn't seem like we will be losing him any time soon.

When he is not at MHC or picking up shifts at Seven Oaks Archie can be found hanging out with friends, going to the gym (we are proud to have him as a member of the MizFits Gym located in the MERC), listening to music or eating, in his own words "a lot!"

Next time you see Archie in the hallway why not say hello, he did say that one of his favourite parts of being a member of the CRT is the ability to meet staff in other departments.



A Picture of all the Karen's at MHC

Is your name Karen?

Do you want to be in a picture with all of the other Karen's of MHC?

We know there are a lot of you and it can cause confusion so let 's put some faces to the name!

email: info@misericordia.mb.ca to participate

NEW HIRES

Ashlee Lambkin
Health Care Aide, MP2

Kristy-Anne Robinson
RN, PHCC

Fiona Webb
Sleep Disorder Assistant, SDC

Tajinder Rehal
Communication Clerk,
Health Information Services

Tammy Kyryliuk
Health Care Aide, LTC Float Pool

Danielle Geoffroy
Health Care Aide, LTC Float Pool

Rahwa Dessu
Health Care Aide, LTC Float Pool

RETIREES

Serge Aimola
RN, C3N

Safety Corner

Sandra Olivson, Manager, Patient/Resident Food Services

Tips on preventing slips, trips and falls: Flooring

Changing or modifying walking surfaces is the next level of preventing slip and trips. Recoating or replacing floors, installing mats, pressure-sensitive abrasive strips or abrasive-filled paint-on coating and metal or synthetic decking can further improve safety and reduce risk of falling. However, it is critical to remember that high-tech flooring requires good housekeeping as much as any other flooring. In addition, resilient, non-slippery flooring prevents or reduces foot fatigue and contributes to slip prevention measures.