



MISERICORDIA
Health Centre
The future of care



M-NET
MHC Intranet



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APRIL 2019

Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

PRESIDENT'S MESSAGE: COFFEE WITH CAROLINE



"Coffee with Caroline" sessions provide an opportunity for me to meet informally with staff across MHC and receive valuable feedback. The sessions also give staff from across the facility a chance to meet colleagues outside of their department.

Here's how it works: Human Resources randomly selects staff and sends invitations in advance. We meet in corporate office – with coffee and cookies, of course – and have conversations about what staff really value about MHC and about where we can improve.

All comments are recorded, but kept anonymous!

Notes taken of the valued areas and opportunities for

improvement are brought to the senior leadership team for sharing, awareness and review.

I'm really enjoying these sessions – from getting to know staff on a more personal level to hearing some great ideas for areas of improvement.

No idea is too small! At a recent session, a staff member let me know that not all our elevator buttons light up – which can lead to confusion as to whether or not the button has been pressed. This is a good point and hopefully something we can remedy.

At another session a staff member requested more park benches outside for staff and family. I'm happy to report we'll be installing new benches in the green space along Sherbrook Street this spring!

I have heard loud and clear we need a new food service! I agree entirely and can't wait to make an announcement. I wish things worked faster in negotiations with food vendors, but we have to follow a regional contracting process and it takes time. On the upside, the new food service will also bring significant updates to the cafeteria space.

It's heart-warming and affirming for me to have so many staff say how proud they are to work at MHC and touch on some strong themes about what makes Misericordia a wonderful place to work: feeling like a family and the value-add of our faith-based Mission top the list. And those are reasons that also drew me to Misericordia.

Of course you don't have to wait to be invited to a "Coffee with Caroline" session to send me feedback. You can always contact me at cdekeyster@misericordia.mb.ca or x8366.



MHC FOUNDATION: STAFF EDUCATION

Karen Woloschuk, Executive Director,
MHC Foundation

At the end of January our Foundation was able to fund Jaime Barr's, Eye Bank Technician, travel to Philadelphia to attend a technical education seminar put on by the Eye Bank Association of America. The seminar helps prepare new technicians on the practical, technical and scientific aspects of the eye banking practice. It is designed to fit the needs of beginning eye bank technicians and is a beneficial component to prepare for the certification examination which allows technicians to be accredited to release tissues. Jaime found the entire course to be extremely beneficial to her everyday work here at MHC.

The Misericordia Eye Bank operates differently than other eye banks, primarily due to our size. At MHC eye bank technicians are involved in the entire process:

- taking the call when there is a potential donation
- screening to make sure the tissue meets the strict criteria
- contacting next of kin and obtaining consent for donation of the gift of sight
- performing the enucleation (removal of the eye tissue)
- bringing the tissue back to MHC to process
- and, after the tissue clears, taking the tissue to the surgeon for transplanting

Jaime appreciates how MHC operates as she gets hands-on experience with the entire process unlike in other larger eye banks, where technicians will just have one role such as screening or enucleation. Currently, MHC has only one technician that is able to release tissues. Once certified, Jaime will be able to do the entire process from start to finish and we will have two staff members to share the workload. Calls for tissue donations come in at any time, day or night.

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People Profile

Lilibeth Clabria-Quizon



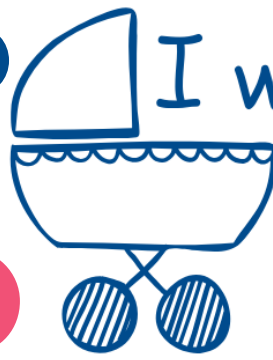
Long-Term Care LPN Lilibeth Clabria-Quizon has been a part of MHC since 2008 when she completed her practicum for the Assiniboine Community College School of Practical Nursing at Misericordia Place. She started working at Misericordia Place in 2009 and recently moved to the new Transitional Care Unit (TCU) on Cornish 5.

Lilibeth was a recipient of the 2018 Misericordia Nursing Award of Excellence. This award is presented to nurses whose practice demonstrates excellence in the application of the standards of practice for nurses and exhibits a high degree of professionalism through their contributions in the areas of professional responsibility, accountability, competent application of knowledge, communication, collaboration and ethical practice. Lilibeth was nominated by her peers on MP1 where she worked at the time; the nomination highlighted her energy and enthusiasm for continued education.

In 2016 Lilibeth became a foot-care nurse; she now works in the community in addition to working at MHC. She finds this work very enjoyable and is comforted in the knowledge that her foot-care clients have a decreased risk for falls because of the care she provides.

When she is not working Lilibeth enjoys spending time with her husband, two daughters and her extended family and friends. These get-togethers are often large with the adults playing mahjong.

Congratulations of being a 2018 Nursing Award of Excellence recipient Lilibeth. We look forward to many more years with you as part of the #MHCfamily!



I was born here...

Dr. Kathy Pickard

Family Medicine



I was born at Misericordia on a beautiful spring day in early April only to be brought home from hospital 10 days later in a blizzard. So Winnipeg!

As I thought about this story I realized how often my path has intersected with MHC. At the age of two I had my tonsils out and I've been told that I wasn't the most cooperative patient. The nurses kindly allowed me to take my doll into the OR and the surgical team performed all of the procedures on my doll first to reassure me. Even then Misericordia staff were caring and compassionate.

I remember waving to my father through his patient room's window from the sidewalk below when he was recovering from pneumonia (children weren't allowed to visit hospitals then) and my parents picking up

my aunt from her shift in the admitting department. I remember visiting my sister after surgery and her visiting me after I had some later surgery. I remember taking my children to Urgent Care late in the night and accompanying family members to the Sleep Disorder Centre for a study and the Eye Care Centre of Excellence for cataract surgery. I remember visiting my mother-in-law and my own mother in Interim Care where they both received excellent care. MHC has been there for me and my family throughout our lives.

I think I joined the MHC Board of Directors to give back to this institution in some small way and to try to ensure its continued presence in the community. During my first year on the MHC Board of Directors I have been fortunate to work on the Quality, Patient Safety & Risk Management Committee and the Mission & Catholic Identity Committee.

My health-care career started in nursing and during school MHC was my first exposure to labour and delivery. Following graduation I worked as a nurse in Churchill for a time and when I became a physician I started attending at Concordia and St. Boniface Hospitals.

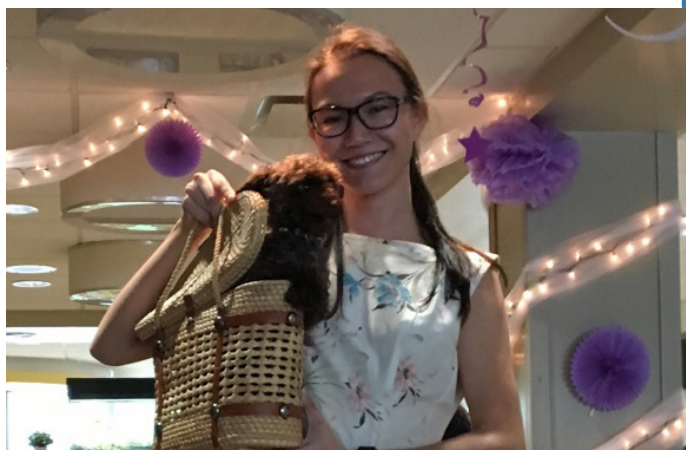
Following the birth of my first child I worked part-time at Student Health at the University of Manitoba and then as a preceptor at St. Boniface Hospital at the Family Medical Centre. I also attended for several years at Riverview Health Centre, briefly in palliative care and later on one of the cognitive care units. Then I finally settled at Tuxedo Family Medical Centre where I spent most of my career. In late 2015 I attempted retirement but couldn't stay home so am now filling in at Linden Ridge Medical Centre as I ease back into retirement gradually.

My "volunteer" activities (I put volunteer in quotations since Father Darrin considers this work to be a moral responsibility) centre primarily on my parish of St. Gianna's where I bring communion to the sick, serve communion at mass and act as a member of the Rite of Christian Initiation of Adults (RCIA) team. I am also currently in my second year of the Nathanael Experience. As I continue to ease into retirement and no longer have the care of elderly and ill family members to occupy me I am looking forward to further volunteer opportunities and the potential to travel in the future.

This June, I look forward to volunteering at the 2019 Staff Appreciation Barbecue and to seeing you all there.

MY YEAR AT MHC

Jessica Steffano, Social Work Student



This past year I have had the opportunity to complete my social work internship at Misericordia Place. As my term is coming to an end I sit here reminiscing about the people I have met, the skills I have developed and the overall compassionate environment that I have come to know.

The residents have been wonderful; they have taught me about gratitude, perseverance and empathy. I hold each of their stories close to my heart and thank them for opening their lives up to me. It has been a pleasure of meeting a variety of caring and respectful individuals; social workers, resident care managers, health-care aides, nurses, dietitians and dietary aides, spiritual health professionals, occupational therapists, recreational facilitators make up just a small listing of MHC staff who live these values. When I look back at the MHC team I am amazed at how well-coordinated you all are. Keep up the good work!

I want to give special thanks to my instructor and mentor, Barbara van der Vis. Barbara plays a vital role in the workings of Misericordia Place. I have watched her impact not only the lives of the residents but also the lives of family members, staff and myself. She works very hard and is often running between Misericordia Place and Misericordia Health Centre. Despite her all-around busyness Barbara always had time to mentor me and share her views on current social issues. Thank you, Barbara, for everything that you have taught me in these short eight months.

I also want to thank all of the social workers at Misericordia Health Centre for being an inspiration. I know that you all work so hard and have an absolute passion for what you do. A big thanks to the social work department: Allison Lynch Deighton, Crystal Cuthbertson-Black, Nasrin Sepheri, Shannon Mulligan, Angela Mueller, and Krisna Penner!

Thank you, Misericordia!

WHAT'S ON?!

Health Care & Ethics

National Health Ethics Week

April 1-7, 2019

Moral Distress & Your Ethics Questions

April 10 at 2 p.m.

Room 327



ORGAN AND TISSUE DONOR AWARENESS WEEK APRIL 21-27, 2019



Festival of Bread

Misericordia Place - April 23
MHC - April 24
More info to come!

You're invited to bring a loaf of bread that is significant to you or your culture to share with the members of your MHC Family while we celebrate our diversity.

This year's partner for the Festival of Bread is Hildegard's Bakery, located on the corner of Portage and Maryland.



Jenifer Downie, Occupational Health Nurse

I would like to recognize Dianne Boyce, Occupational Health Nurse (OHN). She has been mentoring me in my new position and going far above and beyond. She is always so patient, willing and available for my questions even when I phone her at home. Dianne is caring and compassionate to everyone she encounters. Her wealth of experience as an OHN brings the foundation to our team and I am so thankful for her!

Gayle Dyck, Resident Care Manager, MP3, LTC Float Pool & PRIME

Meal time is an important part of the resident's day, and at certain times the residents may need more assistance from staff, so Barbara, Social Work, Susan, Miz Silver Streaks hair stylist, Dave, LTC Administrative Assistant and Ana, Recreation, have received education, so they are more than happy to help out at meal times when required.

YOU'VE BEEN MISSIONED!

We would like to thank the Information Desk and Health Information Services for their hard-work, continuous care and living the Misericordia Sisters' legacy! We hope you enjoyed being **MISSIONED!**



MHC FOUNDATION: STAFF EDUCATION CONTINUED



At the conference, Jaime was able to explore different techniques, along with gaining information on how other eye banks operate. She has a number of new ideas that she is exploring which may help increase the amount of tissue Misericordia is able to transplant. Jaime is very grateful to the Misericordia Foundation who received a donation from the Lions Foundation of Manitoba and Northwestern Ontario that provided funding for this seminar. "Without their support to attend

this conference, I wouldn't feel as prepared as I do to write the certification exam in April."

JEWELRY AND ACCESSORY SHOW

Jayne Nixon, Recreation Facilitator

On Thursday, March 21, Ana and I held a Jewelry and Accessories Show at Misericordia Place.

Many residents enjoyed the displays and trying on the beautiful items for themselves. Ana and one of our environmental services attendants did some modeling for the residents. As you can see Ken looks stunning in a red hat and lacy red scarf!



NEW HIRES

Colleen Dumore
RN, Health Links – Info Santé

Carly Montgomery
RN, Health Links – Info Santé

Logan Bruce
Environmental Services Attendant,
Environmental Services

Karen Ketler
RN, Misericordia Place 2

Sarah Enzlberger
RN, Ophthalmology Assessment Unit

Cameron Eekhoudt
Staffing Clerk, Human Resources

RETIRES

Lois Lewis
Food Services Supervisor,
Resident Food Services

Glynda Thomas
RN, PRIME

