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FEBRUARY/MARCH 2025

# LIFE @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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## PRESIDENT'S MESSAGE: MIIC OPENING



Our new Minor Injury and Illness Clinic (MIIC) is up and running! We've experienced some initial adjustments, which was to be expected, and are pleased with the efficiency of the clinic. Seeing the high volumes highlights this type of care really was needed in our community.

Minor Injury and Illness Clinics provide quick, convenient and high-quality care for minor health injuries and illnesses. MHC MIIC patients are benefitting from synergies with our existing programs and

services such as casting, ophthalmology, diagnostic imaging and lab services.

A reminder our MIIC is open seven days a week with varying hours as we build for capacity. The clinic will be open daily 7:30 a.m. – 10 p.m. when it is in full operation in the coming months.

This is the first clinic in Misericordia's history that allows patients to book online! Patients are encouraged to book same-day and next-day appointments online as we have limited walk-in availability.

You can find out more on the MIIC page of [misericordia.mb.ca](http://misericordia.mb.ca).

I would like to thank everyone who worked so collaboratively with MIIC's team, the WRHA and provincial government to bring this new clinic to life with such a short turnaround time: it took an extraordinary amount of work across almost all areas of Misericordia and I am extremely grateful. No doubt our learnings and efforts will be applied to any new Minor Injury and Illness Clinics created in Winnipeg.

Are you a staff member who has attended the MIIC? We'd love to learn and improve from your experiences! Please scan the QR code to fill out a brief and anonymous patient survey.

Yours sincerely,

Caroline DeKeyster



## WELCOME 2025!

**Kris Gladwell, President & CEO  
MHC Foundation**

We hope you all have enjoyed all that 2025 has had to offer so far!

At the Foundation, we are busy preparing another year of exciting activities and events in support of the work that you do each and every day. Here's what we have on the horizon so you can save the dates in your calendars!

### Misericordia Golf Classic

Our 2025 Golf Classic will take place on Thursday, June 12th at Breezy Bend Country Club.

### InVision

Our signature event celebrating and supporting the Eye Care Centre of Excellence will take place on Wednesday, October 23rd at the RBC Convention Centre.

### Angel Squad

Finally, we look forward to having you all don your halos as we celebrate Angel Squad on Giving Tuesday, December 2nd!

As more exciting initiatives come up through the year, and as more information on these events is released, we'll look forward to sharing those details with you! Stay tuned to this space or you can always visit our website – [misericordiafoundation.com](http://misericordiafoundation.com).

As always, thank you so much for everything you do!

# SAFETY CORNER

Keeping everyone safe at Misericordia is an ongoing process—from locking down the staircases to installing panic buttons to changing exterior entrance times.

## IMPORTANT REMINDERS

1. Stay aware of your surroundings when arriving at or leaving work. If you notice anything even slightly suspicious, contact Security immediately by calling the Information Desk at “55” internally or 204-774-6581 externally. Avoid approaching strangers or anyone behaving suspiciously.
2. If you are coming in or going out of a secure door such as a card access door, make sure the door secures behind you (just like at home!) and strangers don’t come in with you.
3. Security is available to escort you to your vehicle if needed—please don’t hesitate to ask.

Thank you for helping keep everyone safe!  
*Tyler Brown, Security and Environmental Safety Manger*



## *Congratulations,*

**Beverly Galang won the gym open house prize of a 3-month membership to MizFits gym. Reminder that anyone can become a MizFit member for \$18/month by registering at security.**

## Shrove Tuesday

### Pancake Breakfast

**Date:** Tuesday, March 4, 2025  
**Time:** 9am to 11am  
**Location:** MHC Auditorium  
**Cost:** \$6 for pancakes and juice  
\$8 for pancakes, bacon or sausage, and juice

**Tickets can be pre-purchased at the following locations until end of the day of February 24<sup>th</sup>:**

- MHC: 10am to 5pm (M-F) Gift Shop
- MP: 8am to 3pm (M-F) MP Reception

*\*Limited tickets available day of so pre-purchase to guarantee your meal\**



Proceeds in support of the Staff Crisis Fund

# FOLLOW US ON SOCIAL MEDIA

Having more followers on social media provides increased brand awareness, greater reach to community members and improved credibility!



## PHOTO CONTEST UPDATE

We put out the call for photo submissions in January and MHC staff answered in record numbers. Due to the large quantity of photo submissions we received, it's going to take longer to decide the winners than we anticipated (it's a good problem to have!)

Look to April's edition of Life@Miz for the results. Thank you for all the great photos and your patience as the judging process continues.



## MEET SARAH!

We're thrilled to welcome our newest clinical nurse specialist, Sarah Brown, to the Misericordia Health Centre family! Sarah joined the team in April 2024, bringing with her a wealth of experience and a passion for clinical research and quality improvement.

Sarah holds a Bachelor of Science, a Bachelor of Nursing, a Master of Nursing, and the International Interdisciplinary Wound Care Certificate. Over her 29-year nursing career she has worked in a variety of clinical settings, including geriatrics, palliative care, surgery, medicine and Home Care. She has also shared her expertise as an educator, teaching nursing students at the University of Manitoba.

Sarah chose Misericordia for the variety her position offers, from acute care to long-term care, ambulatory care, clinical consults, research, and quality improvement projects.

Outside of work, Sarah enjoys travelling and spending time with her husband, two children, and friends. She loves escaping to her cottage year-round to connect with nature—whether swimming, hiking, biking, or snowmobiling.

## MISERICORDIA'S HELPFUL COMMUNITY

Meet staff who touch all areas of MHC

## NEW HIRES

**Cynthia Claire Tolosa**, HCA, C2

**Czarina Dam**, RN II, PACU/DS/POAC

**Donalda Villeneuve**, HCA, C6

**Ellen Bautista**, Physiotherapist, Rehab Services

**Erlinda Arceo**, CRN, Clinical Resource Team

**Hailemariam Mengesha**, ESA, Housekeeping

**Harkirat Hara**, Patient Registrar, Patient Registration

**Joanne Daignault**, HCA, C2

**Kate Dela Torre**, RN II, C5

**Lovedeep Kaur**, Communication Clerk, Information Services

**Maria Cantalejo**, Clerk 2, Sleep Disorder Centre

**Namandeep Singh**, Communication Clerk, Information Services

**Nicole Fuller**, Communication Clerk, Information Services

**Nyagatoni Nyantonesha**, ESA, Housekeeping

**Oksana Terekh**, ESA, Housekeeping

**Rebecca MacLanders**, Steno II, Sleep Disorder Centre

**Ronn Malong**, ESA, Housekeeping

**Selena Suderman**, Unit Clerk, C6

## RETIREES

**Flordeliza Reyes**, Unit Clerk, Misericordia Place

**Havalee Whyte-Hibbert**, Intake Operator, PHCC After Hours

## MED SLED TRAINING

As part of disaster management planning, MHC conducts regular drills, mock codes to ensure staff are ready and trained to effectively respond to different emergencies to keep patient safe.

This year we are excited to incorporate Med Sled as part of the Code Green – Vertical evacuation plan. Med Sled is a device that can be used to facilitate fast evacuation down stairwell to efficiently and safely transport non-ambulatory patients.



### QUICK TIPS



## Pens in Healthcare

Pens, common in healthcare settings, are a potential vector to spread infections. Recent studies\* have shown high levels of bacteria were found on pens, and bacteria can then be transmitted via pens from one hand to another.

### How do we decrease the risk of transmission from pens?

- ✔ Consider staff pens' as part of the **PATIENT ENVIRONMENT**  
Pens should stay in the patient environment, and not travel in and out of the patients' space. In doing so, staff can go back and forth between the patient and patient environment (i.e., their pen) **without having to perform hand hygiene.**
- ✔ If pens are considered part of the **EXTERNAL (HEALTHCARE) ENVIRONMENT** and stored in staff pockets, **hands must be cleaned before and after having contact with pen(s).**

This means, if staff have contact with the patient and then need to chart something in the room, they would need to:

- clean their hands
- retrieve their pen
- use their pen
- put it back in their pocket
- clean their hands again and then they could have contact with the patient environment

### RECOMMENDATIONS

- 1 Decrease the number of hand hygiene opportunities required by making pens part of the patient environment. Consider ways to support this including supplying pens and pen holders for patient rooms, so staff don't have to access their own.
- 2 If pens continue to be carried in staff pockets, it is important to be mindful of the required sequence of events and moments for hand hygiene.

\*Zhang, J., Wang, X., Zhipeng, S. and Bin, Z. (2021). How dirty are the pens in healthcare environments? An easily overlooked detail of hand hygiene. National Library of Medicine. Retrieved <https://www.sciencedirect.com/science/article/abs/pii/S0196655321004909>