



MISERICORDIA
Health Centre
The future of care

JANUARY / FEBRUARY 2020

Life@MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS



M-NET
MHC Intranet



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Leadership Team

PRESIDENT'S MESSAGE: ENGAGEMENT SURVEY FOLLOW-UP



GETTING TO KNOW YOUR SENIOR LEADERSHIP TEAM (SLT)

I take employee engagement very seriously: listening to and learning from our staff is a personal priority.

One of the ways I do this is by examining the valuable feedback you provided in the regional employee engagement survey and acting on it.

You may recall all WRHA sites received a "heat map" summary ranging from "green" (areas where sites are performing well) to "yellow" (needs improvement) to "red" (needs considerable improvement). I was

pleased Misericordia did not have any red areas.

MHC senior leaders have been diligently working on all "yellow" areas of improvement. One such area is "Senior Leadership."

What does Senior Leadership mean?

One of the survey questions asks staff to agree or disagree along a scale with the statement: "I see strong evidence of effective leadership from senior leaders (top executives)."

At Misericordia, this category means our senior leadership team sited at MHC, whose photos and contact information are listed on the backcover of this issue of Life@Miz.

Although MHC scored 3rd of 19 sites across the WRHA in the "Senior Leadership" category, I believe we can do even better. Our staff has told me "Senior Leadership" is an area of improvement, and I'm taking this seriously. While I can't control pay scales (also a "yellow" area), I can most certainly take ownership of improving the "Senior Leadership" category.

The responses have shown me areas where senior leaders need to do better:

- Being appropriately visible and accessible to employees
- Acting on employee feedback
- Being open and transparent in communication
- Taking necessary actions now to position the company for long-term success
- Clearly explaining how we have to deliver on our strategy
- Making staff excited about the future of the organization
- Providing clear direction for the future

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MHC FOUNDATION: CHARITIES CAMPAIGN

Trish Taylor, Sponsorship & Events Officer,
MHC Foundation

The 2019 United Way Charities Campaign was a great success thanks to everyone who participated – we raised more than \$23,000!

This year's campaign included a 50/50 draw, basket raffles, coffee break, casual days and a bake sale. We awarded 13 lucky winners at the basket raffle, and the 50/50 raffle winner took home an outstanding amount of \$1,428.50! Thank you to all the departments that contributed baskets and to everyone who donated their delicious baking.

Proceeds from all the events were split evenly between the United Way and Misericordia's Compassionate Fund. For those who made payroll or outright donations to the campaign, your gift supported the United Way, Misericordia's Compassionate Fund, as well as other programs and services at Misericordia. Your generosity is appreciated and will make a difference at Misericordia and in the community at large.

This year's campaign project – the Compassionate Fund – will support new clients, patients and residents coming to Misericordia with very limited means in terms of personal hygiene items, basic clothing or items that will make their stay with us more comfortable. This fund can also help patients who need supports such as a walker, wheelchair or bedding to be able to transition from our care. By supporting the Compassionate Fund, you are helping provide these essential items. This fund will be used to support patients in Acute Care, Transitional Care Units, Misericordia Place and PRIME.

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MHC FOUNDATION MESSAGE, CONT'D...

Thank you again for your generosity in supporting the 2019 United Way Charity Campaign. We would like to acknowledge and express gratitude to the Charities Committee, especially the 2019 Chair, Ellen Locke. We couldn't make these events happen without the support of the Committee and all of the staff who came out to sell tickets and assist with the various events.



YELLOW SHIRT ALERT

Jennifer Taylor, Director of Long-Term Care

In order to reduce the risk of clients leaving the Health Centre without needed support, we are having some clients wear a yellow shirt (as shown). If you see an unaccompanied person who is wearing the yellow t-shirt in public areas, please call Security immediately. Ask the client to stay with you until help arrives.

Please ask your manager if you have questions. Thanks for your help to maintain patient safety.



PRESIDENT'S MESSAGE, CONT'D...

Getting to know your SLT

The engagement survey told us our Senior Leadership Team could be "more visible and accessible to employees." I think this is a good place to start. Of course we want our staff to know who we are and to be able to connect with us easily. Do approach us at any time to chat. Our emails and phone numbers are also listed on our website:

misericordia.mb.ca/about/senior-leadership-team/

To help you get to know our senior leadership team, we'll be profiling our leaders in upcoming issues in **Life@Miz**.

As leaders, it's so very important for us to be closely linked to staff at all levels to learn from you - which helps us make decisions. We want to know what you think we should be doing differently.

For me, I cherish my monthly "Coffee with Caroline" meetings with staff, where I have the opportunity to listen to staff: finding out what you really love about MHC (the things we should never change) and areas where we could do better. All senior leaders ask staff the same questions, "What do you need to provide quality care? What could we do to make a difference?" Your feedback all flows back to our operating and strategic plans.

The most recent item I'm hearing about frequently is our lack of a cafeteria. I agree this is very frustrating and the required "request for proposal" process we follow takes an extraordinary amount of time. And confidentiality clauses also prevent us from sharing information. We had one vendor lined up, who then decided not to proceed and we were effectively back at square one again. We are now days away from signing a contract with a new vendor!

Send feedback, please

Lastly, I'd like your help! If you have ideas on how our senior leaders, including myself, can improve - from being more appropriately visible and accessible to explaining how we deliver on strategy to providing clear direction in the future - please let me know! What could we be doing differently? Are there better ways we could connect and communicate? I can be reached at **x8366** or via email cdekeyster@misericordia.mb.ca

Caroline DeKeyster

GET THE SHOT, NOT THE FLU!

Jen Downie, Occupational Health Nurse

To protect yourself, your family and the patients/residents/clients we care for it's important to know how to reduce the spread of influenza:

- Get your flu shot here at MHC (call **ext. 8011**) OR provide self-declaration of immunization
- Wash your hands and cover your cough
- Follow Routine Practices and Additional Precautions from Infection Prevention and Control
- If you experience Influenza Like Illness (ILI) symptoms such as fever, cough, sore throat, joint/muscle pain or complete exhaustion, contact MHC's Occupational Health Nurse at x8011

Self-declaration of immunization form and the latest MHC influenza update are available on M-NET.

A MATCH MADE AT MISERICORDIA

CaRMs – Two new residents at the Eye Care Centre of Excellence

February is special time of the year for the Department of Ophthalmology and Eye Care Centre of Excellence: CaRMS season. The Canadian Resident Matching Service – known as CaRMS – is the process by which hopeful medical students apply to the residency programs of their choice across the country.

As the University of Manitoba Ophthalmology Residency Program enters its tenth year, we will be accepting two residents for the first time! Although this is a University of Manitoba program, the majority of the residency training takes place at the Misericordia Health Centre. Having not one, but two residents is an opportunity for students in the same year to collaborate and study together over the course of the next five years of their residencies.

Pamela Lowe, Administrative Assistant, explained how the CaRMs process works and when we can expect to hear who our two residents will be. Pam notes that we receive many more applications than we have interview spots available. Historically it's narrowed down to 18 hopeful candidates; this year there were 24 candidates interviewing for the two available spots.

The big day – interview day – was on February 3 at the historic Ralph Connor House in the Gates. Each candidate participates in three 15-minute sessions with the interview committee. Pam's job on interview day was to ensure that the to-the-minute schedule is followed and flowing. At the end of what was a long day for all, the interview committee ranked all the candidates into the CaRMs database.

Now we're anxiously awaiting for the CaRMs system to do its magic through an algorithm based on both the committee's and potential residents' rankings. Match Day, when the two successful residents will be chosen, is March 3. Stay tuned for the upcoming issue of Life@Miz where we will reveal the two new residents.



RECENTLY AT MHC

MISSION DAY 2020

Cathy-Anne Cook, Corporate Administrative Assistant

Mission day was celebrated on Monday, January 27. Thank you to the Mission Committee for all their work in planning this appreciation event for MHC staff and volunteers.



STAFF PROFILE

We're happy to welcome a new editor behind Life@Miz, Breanne Lucky. Breanne started as Communications Coordinator in early December, right in time to report for Angel Squad duty at 5 a.m. She works jointly for MHC Foundation and Communications and is located in the Foundation office, so stop by to say "Hi!"

Breanne brings a background in not-for-profit communications, including the Winnipeg Art Gallery and West Broadway BIZ. She is storyteller at heart and believes in the importance of storytelling to share, connect and relate to one another, fostering a sense of community. Do you have a Misericordia story to share? Not sure if it's a story worth sharing? Reach out anyways! Her contact info is below.

In her spare time, you'll find Breanne at boot camp, a boxing class or hanging out with her two-and-a-half-year-old niece, Addy. Breanne is currently working towards her Registered Personal Trainer certification through the Manitoba Fitness Council.

blucky@misericordia.mb.ca or ext. 8465



MHC SENIOR LEADERSHIP TEAM



Caroline DeKeyster
President & CEO
ext. 8366



Gillian Toth
Chief Nursing Officer
ext. 8371



Dr. John Reda
Chief Medical Officer
ext. 8144



Jim Hill
Chief Financial Officer
ext. 8290



Jennifer Taylor
Director, Long-Term Care
ext. 8451



Heidi Klaschka
Director,
Communications & IT
ext. 8302



Anita Jenin
Director, PHCC
ext. 8016



Karen McCormac
Director,
Quality & Patient Safety
ext. 8003



Reghan Scaletta
Director,
Human Resources
ext. 8154



Roberta Fransishyn
Director,
Acute Care Programs
ext. 8373



Kris Gladwell
Executive Director,
MHC Foundation
ext. 8012

THERAPEUTIC RECREATION: FOR THE HEALTH OF IT!

February is Therapeutic Recreation month! Therapeutic Recreation is a health profession that focuses on the importance of leisure in maintaining and improving clients' health and well-being. Stay tuned to MHC social media throughout the month to see some highlights.



NEW HIRES

Jennifer Zacharias, Stenographer II,
Sleep Disorder Centre

Tsiegereda Gebretsadik, HCA, MP2

Gemma Zablan, HCA, MP3

Melatwork Habthyimer, HCA, MP2

Wael Belal, Diet Aide, Food Services

Abi Ameen, Financial Analyst, Finance

Jinno Salvacion, RN II, LTC Float Pool

Cithra Ballanthuda, HCA, LTC Float Pool

Angela Jagnyziak, Patient Registrar,
Patient Registration

Miriam Stobbe Reimer, Spiritual Care
Practitioner, Spiritual Health Services

Gurneet Gill, Patient Registrar,
Patient Registration

Laura Sharpe, Corporate Administrative
Assistant, Corporate Office

RETIREES

Brian Klos, Director, PHCC

Julia Garofalo, Slating Clerk,
Surgical Complex

Sandra Mackay, Supervisor,
Resident Food Services

Rogelio Quibuyen, HCA, Float Pool

Angelita Eugenio, HCA, C5

Louise Shaw, RN, C5



February marks 10 years of the Dial-a-Dietitian program, part of the Provincial Health Contact Centre! Nutrition information is only a call away:

1-877-830-2892