



JULY/AUGUST 2022

Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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CREATING A CULTURE OF INNOVATION AT MHC



I would like to thank everyone for their input on our 2022-26 strategic plan! We are close to finalizing the plan and are excited to be sharing with you all in the fall. For now, I'd like to highlight the focus we will have on innovation in the plan—something our Misericordia Family has always excelled at.

Why innovation?

We need to continually innovate for two key reasons:

- To provide excellence in patient care
- To ensure safe and sustainable patient care

Innovation is not just looking for efficiencies, but also using health-care dollars wisely. Are there ways we could be more effective? Just because we've always done something one way doesn't necessarily mean it's the best way for today – or for the future. When we become more efficient at our work we are able to provide more access in the health-care system, helping more patients. For example, COVID-19 has offered us the opportunity to change our processes and provide more care virtually.

MHC leadership understands the value behind the knowledge and experience of all our team members and we are always excited to hear about innovation from on-the-ground experience! Please share any and all ideas with your team leader.

Over the next several years we plan to nurture such innovation through some purposeful steps to engage our communities—patients, staff, physicians and volunteers—to gain insights that will help us improve care. Innovation can be free and simple, or require significant investment. In either case, it is important that we continue to take the steps necessary to enhance patient care through audacious innovation.

One step will be a team of leaders from throughout MHC which will be tasked with creating a culture of innovation. We will have succeeded in this when every member of our Misericordia Family knows they have a clear path open to contribute to innovation and excellence.

Celebrating innovation

Celebration will of course also be part of this culture—sharing and celebrating our stories of innovation amongst ourselves and with a wider audience. This will both nurture more innovation at MHC and provide opportunities and aspiration to others.

This strategy is a collaborative opportunity to approach all aspects of care and service through an innovative lens. Through it, we will build on our shared history of patient-centric compassionate care as we serve Manitobans into the future.

Caroline DeKeyster

cdekeyster@misericordia.mb.ca

HAPPY SUMMER!

Kris Gladwell, President & CEO
MHC Foundation

The Foundation team hopes you all are enjoying a wonderful summer!

We've officially wrapped up our inaugural One Great Lottery program, and want to extend a big thank you to everyone who participated! We are beyond thrilled to share that former MHC staffer, Susan Shortill, was the grand prize winner – taking home more than \$236,000! It's not over though – stay tuned to all of the @onegreatlottery social media channels to see if you are a winner of \$1,000 in daily cash through the Great Cash Calendar!



As we look to the Fall, we are so excited to be back in person for our signature fall event – InVision! We're very much looking forward to this gorgeous black-tie affair with a delicious dinner, exuberant entertainment, and the opportunity to bid on exciting prizes.

We anticipate a jubilant, joyous night and truly hope you can join us! All the fun takes place on September 22, 2022 at the RBC Convention Centre. We'd love to have as many MHC staff members at the event as possible! If you'd like to let your hair down and enjoy the evening, please take advantage of the half-price discount on tickets using the code MHCHCH. Visit misericordiafoundation.com/invision for more information or to get your tickets today!

Alternatively, we are recruiting volunteers for the event if you are feeling in a helpful mood! For more information on what would be asked of you, please contact Lindsay Grieve at lgrieve@misericordia.mb.ca or by phone at 204.788.8465.

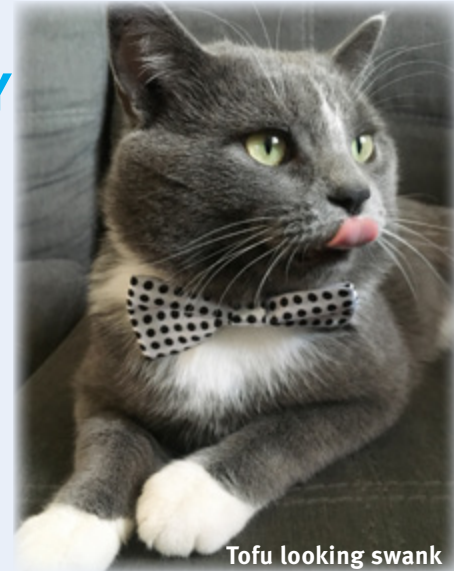
As always, thanks for everything you do and enjoy the rest of this beautiful summer!

TRUE LOVE AWAITS AT THE WINNIPEG HUMANE SOCIETY

Meet Tofu! Tofu was very lucky to be adopted from the Winnipeg Humane Society two years by Sheryl Tep's family. Sheryl, who works at MHC in the Provincial Health Contact Centre, says when they adopted Tofu on Valentine's Day, he had been a stray found on the street in very rough shape—wounded and limping—and was very depressed and scared in the WHS shelter.

"My son and I felt we had to give this cat a second chance at life. Now he is a playful, chubby and happy cat! He is amazing and so very smart. Tofu is the baby in our family. Adopting him was the best decision of my life!"

Send your WHS adoption stories and photos to info@misericordia.mb.ca and check out animals available for adoption at winnipeghumanesociety.ca



Tofu looking swank



MEMBER OF MHC FAMILY RECOGNIZED WITH TERRY FOX AWARD

It fills us with pride to see a member of our MHC Family—PRIME volunteer Katrina Lengsavath—receive some much-deserved recognition.

Katrina, 20, was one of two Winnipeg university recipients of the Terry Fox Humanitarian Award this year, which includes a scholarship to pursue higher education valued up to \$28,000 over four years. Of over 500 Canadian students who applied this year just 17 were chosen. The prestigious award was established in 1982 to commemorate the amazing achievement and courage of Terry Fox and encourage young Canadians who exemplify his ideals to soar higher through education.

Katrina, a Canadian Mennonite University Student, told the *Winnipeg Free Press* that the scholarship will help her worry less about paying for her schooling, and allow her to "dream a lot bigger."

"Aside from the financial gift of the



PRIME volunteer Katrina Lengsavath was one of two Winnipeg students to receive the Terry Fox Humanitarian Award this year.

award, which I will look back on and cherish probably for the rest of my life, because it's a pretty big financial gift, I feel like this recognition was also a sign, or some kind of reassurance, that all the quiet battles I fought really made a difference," she said.

Katrina is proud of her Thai, Laotian and Chinese cultural background, and says her upbringing helped form her generous spirit. She told the *Free Press* that her mom was with her when she got news of the award. The moment was special, she says, and the award is a testament to the support she has received from community and bolsters her desire to give back.

"I think a question I often ask myself is, if I experience something good, or if I experience a lot of joy from something, why wouldn't I want that for somebody else?"

Congratulations, Katrina!

NEW PRAYERS AT MHC

Spiritual Health at MHC has begun sharing new prayers broadcasted across the health centre twice each day. Twenty-eight unique daily prayers were created using four different themes—caring, respect, trust and mercy.

MHC Spiritual Health Lead Miriam Stobbe-Reimer explained in an email to staff how the prayers, which began in June, came to be crafted.

"The prayers come to us from a variety of sources, including Christianity, Buddhism and Indigenous traditions, and ancient scholars," said Stobbe-Reimer, adding that the Spiritual Health team hopes the prayers will encourage all MHC staff to reflect on their compassion-based Mission.

A Caregiver's Prayer

*When I falter, give me courage
When I tire, renew my strength
When I weaken because I'm human
Inspire me on to greater length*

*When others become demanding
And days too short for my duty
Help me remember I chose to serve
To do so with grace, and spiritual beauty*

*In humility God, I labour long hours
And though I sometimes may fret
My mission is mercy
Abide with me, that I may never forget*



Miriam Stobbe-Reimer

EXCITEMENT MAY ELUDE HER, BUT CHERYL IS EXCITED TO BE HERE

Cheryl LaBrie says she's happy to have joined the MHC Family in July as our new HR Consultant, and she welcomes the chance to meet people.

"My door is always open for people to come and see me and talk."

Her door may be always open, but don't expect any fireworks inside. When asked to share with Life@MIZ readers something exciting about her life, Cheryl draws a blank and silence envelops her office.

"My life's pretty boring, I don't know what to tell you."

One exciting thing is her grandson—three-year-old Lochlan—who was visiting from Halifax and doing some camping with grandma.

"They're here right now...I hadn't seen him since he was a baby."

It's also very exciting to be joining MHC. Cheryl has more than 10 years' experience working for the Winnipeg Regional Health Authority—most recently at the Health



Cheryl LaBrie joins the MHC Family

Sciences Centre specializing in disability case management and return to work programs. At MHC she says she will get a chance to grow and diversify her experiences.

"I don't know what my full scope is yet, but everything," she says, when asked what she

expects to be working on at MHC.

In her first three weeks she has already discovered the MHC Family.

"Everybody's friendly here. Everybody's welcoming. Everybody says 'hi' in the hallways."

Her mentor—HR Director Christine Bonatsos—has proven equally friendly.

"Christine's a great boss...she's easy to talk to."

When pressed one last time to share something exciting with her MHC Family she admits she is partial to Pepsi. By mid-afternoon she was working on her second can—a typical daily quota for her.

"That's my coffee, Pepsi, in the morning. I don't drink coffee."

Cheryl welcomes her new Misericordia Family to contact her at x8149 or email her at clabrie@misericordia.mb.ca



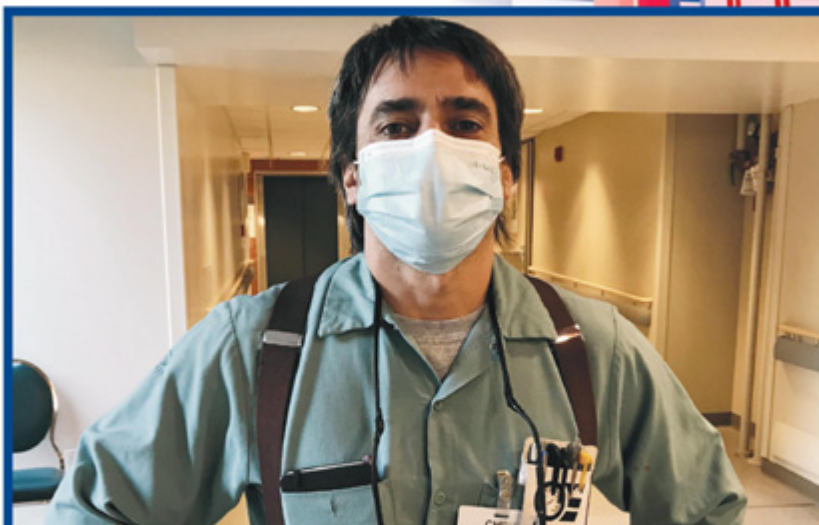
A PRIME TEAM

Physiotherapist Jennifer, right, and occupational therapist Krista say they are "natural allies" working together in our PRIME program to help seniors stay active and healthy. "We try to make therapy fun to encourage seniors to stay active so they can maintain their mobility at home," says Jennifer.



Our Bike to Work Day pit-stop won the Best Pit-Stop Award! Pictured are our pit-stop partners—Jocelyne from West Broadway Biz and Kira from CancerCare Screening—and our very own Wayne from MHC's Sleep Disorder Centre.

MISERICORDIA'S HELPFUL COMMUNITY



MEET CHRIS!

Chris Papastephanou has been part of the MHC Family for 23 years! During that time, he has worked in security, housekeeping, our mailroom, as a doctor's assistant in our Eye Care Centre of Excellence and, most recently, as a carpenter in plant services.

He has lived in Wolseley his entire life, and lives so close to MHC that he says he can "roll out of bed and I'm falling through the Wolseley door."

He is happily married to Jen, a former health-care aide and MHC alumnus.



You will soon be noticing members of our Misericordia Family featured on posters as part of a new initiative called *Misericordia's Helpful Community*. It's fun a way for everyone to learn more about the people you meet in our hallways every day who make our Mission possible—people like Chris!

NEW HIRES

- Andrea Lubi**, LPN, C6
- April Fernandez**, RN, C3
- Aya El-Alawi**, Occupational Therapist, Rehab Services
- Derek Furutani**, Physiotherapist, Rehab Services
- Dikie Priela**, RN, C5
- Dorit Kosmin**, Spiritual Health Practitioner, Spiritual Health
- Helen Woldemedhin**, HCA, C5
- Jesreel Aquino**, Patient Registrar, Patient Registration
- Judy Gimby**, RN, Health Links – Info Santé
- Karen Allan**, Ophthalmic Photographer, Ophthalmology Clinic
- Margaret Mapola**, LPN, C5
- Marxiel Medrano**, LPN, C5
- Michael Rados**, Entry Point Screener, Human Resources
- Nina Labun**, Chief Nursing Officer
- Nyibol Akuei**, HCA, C5
- Samrawit Berhe**, HCA, C2
- Shelly Brown**, RN, Health Links – Info Santé
- Tiebe Gebremichael**, HCA, MP2
- William Harrison**, Laundry Aide, Laundry/Linen
- Abebu Kelibore**, ESA, Housekeeping
- Cheryl LeBrie**, Human Resources Consultant, Human Resources
- Gertrudes Estabillo**, RN, C2
- Gurveer Kaur**, Entry Point Screener, Human Resources
- Jimmy Salinas**, Diet Aide, Food Services
- Laura Oleszko**, Sleep Disorder Centre Assistant, Sleep Disorder Centre
- Lita Lopez-Shortill**, Administrative Assistant, PHCC
- Maria Sotto**, RN, C5
- Vanessa Douglas**, RN, C3
- Zaareena Vitangcol**, LPN, C5

NOMINATE A HEALTH-CARE HERO!



The Winnipeg Blue Bombers and Shared Health are celebrating health-care heroes. Go to home.sharedhealthmb.ca/bombers-health-care-heroes to nominate a health-care worker and they will be entered into a ticket draw before each game for them and a guest to attend. Nominations are open until September 30. Go Bombers!

EVERY CHILD MATTERS SHIRTS AVAILABLE



Canadians will be wearing orange in acknowledgement of the harmful legacy of Indian Residential Schools during the National Day for Truth and Reconciliation on September 30. Customized *Every Child Matters* shirts are available through Indigenous Health this year, with proceeds supporting a community organization that provides services to Indigenous Manitobans.

Shirts can be pre-ordered online up to August 18 at sharedhealthmb.ca/about/community/indigenous-health (click on *Orange Shirt Day*) and will also be available in-person in the week leading up to September 30.

Every experience matters. Share yours with us.



CONTACT US
Telephone: 204-926-7825
Email: clientrelations@wrha.mb.ca



The Winnipeg Regional Health Authority Service Experience Survey allows patients, residents and clients to provide feedback to improve services and better meet health-care needs. It is easy to do—just three questions—and an opportunity to make a big difference! Go to wrha.mb.ca/experience-survey to share your thoughts and ideas.

RETIREEES

- Ankica Anusic**, Recreation Facilitator, Recreation Services
- Gertrudes Estabillo**, RN, C2
- Donald Plett**, Spiritual Health Practitioner, Spiritual Health
- Sitara Sawh**, HCA, C2
- Priscila Manansala**, HCA, C2
- Maria Sotto**, RN, C5
- Patricia Taylor**, Fund Development Officer, Foundation
- Lynn Horton**, Volunteer Services Coordinator, Volunteer Services
- Dorothy Johansson**, RN, C6
- Lydia Froese**, RN, PHCC

SELF-SCREENING HELPS KEEP MHC FAMILY SAFE

Please remember to continue to self-screen! Our Entry Point Screeners audit one or two staff every day to ensure self-screening. Most importantly, don't come to work if you are feeling unwell.

Together we can help keep our MHC Family safe!



SECURITY SMARTS

Security manager Tyler Brown wants to remind car owners not to make life easy for thieves. No matter where you are parking, he says **always lock your car doors, roll up the windows and take your valuables with you.** If you can't take your valuables with you, make sure they are out of sight (like in the trunk) and not in plain view.

If you see any suspicious activity in our parkade or on MHC property, please call security at 204-788-8301 or call our information desk to page security: 204-774-6581.