

JANUARY/FEBRUARY 2023

Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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PRESIDENT'S MESSAGE: MORE TO US THAN MEETS THE EYE



I'm excited to share Misericordia's new strategic plan with you all! This plan was formulated with extensive input from our staff, volunteers, physicians, board, patients/residents/clients, family members, health-care partners and stakeholders: from surveys to focus groups to full-day planning.

Many thanks to everyone who participated and especially to our staff who were photographed for the published report.

We've always said there is more to Misericordia than meets the eye, and this report definitely showcases the unique programming we provide to Manitobans.

I invite you to read our plan carefully – it oversees all aspects of Misericordia Health Centre and shows our ambitious, yet achievable, path forward. Our plan reflects specific and contemporary priorities:

1. **Propel Eye Care Centre of Excellence into Canada's premier eye institute**
2. **Construct a new Sherbrook development to meet Manitobans' health-care needs**
3. **Foster innovation to drive excellence in all we do**

The *Pathways to Success* outline how we all have an individual and active role translating these important priorities into reality.

In tandem with the creation of our 2022-2026 strategic plan, we refreshed our Vision and Mission to more accurately reflect our pledge to meet the evolving health-care needs of Manitobans.

OUR VISION

Misericordia Health Centre leads our changing health landscape through innovation, responsiveness and community.

OUR MISSION

Misericordia Health Centre adapts continuously to the evolving health-care needs of Manitobans by delivering a unique hub of highly-specialized health-care streams.

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MHC's 2022-2026 Strategic Plan

WELCOME, 2023!

Kris Gladwell, President & CEO
MHC Foundation

We hope you all had a peaceful and safe holiday season!

We want to start the year off by thanking each and every one of you who participated in this year's Staff Angels Campaign, and offering another round of congratulations to all of our raffle winners!



Jets tickets: Regina Ding

Gift card basket #1: Tristan Malcolm

Gift card basket #2: Ernesto Navarro

50/50 draw: Jessica Stratton

Thanks to your support, as well as all of our other Angelic donors and sponsors, we raised more than \$30,000 to help to strengthen MHC's ability to provide innovative and compassionate care for all Manitobans. Thank you!

The start of a new year is traditionally a time where people set goals for the future. 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.

First up will be another "Around the World" adventure with our Misericordia Place residents in February. Stay tuned for more details on that, as well as all of the other exciting activities 2023 will bring.

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

SAY MEOW TO MOLLY



Fostering kittens from the Winnipeg Humane Society led to adoption for Katrina Scaramuzzi of the Provincial Health Contact Centre at MHC. Todd, named after the fox in *The Fox and the Hound* movie, is loving and curious and waiting for the weather to warm up so he can take some walks. Molly is a laid-back cat who may, or may not, visit on your lap for hours. She likes to watch TV when she's not sleeping.

& TODD



TAKING STOCK (PHOTOS) OF MISERICORDIA'S PROGRAMS

Sleep Disorder Centre



Misericordia staff and others recently helped us refresh photography for our many important programs!

We want to extend a big thank you to everyone who took time out of their day and allowed a photographer to snap pictures of them doing the wonderful things they do.

There are other photos besides the ones shown here. Look for the *Stock photography 2022* folder in the S: drive to view more.



Community IV Program



Pediatric Dental



PRIME



Easy Street



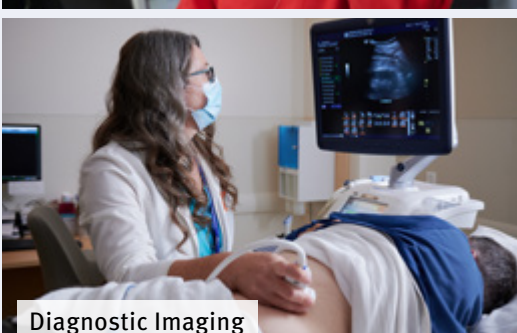
Health Links – Info Santé



MHC For Lungs



Eye Care Centre of Excellence



Diagnostic Imaging



Transitional Care



Misericordia Place

HUDDLING FOR SAFETY AT MHC

Karen McCormac, MHC's director of quality and patient safety, may be getting a new nickname soon—coach.

Since last November Karen has been coaching MHC staff and managers on how to conduct Daily Safety Huddles. The huddles—essentially very short stand-up meetings—are billed by the WRHA as, “a proven way to improve safety and patient outcomes in health-care settings,” with well-documented benefits for health-care workers and the people they care for.

It takes up to three weeks for Karen to support managers to conduct daily huddles to advance staff and patient safety. The huddles will be taking place throughout MHC, including clinical and non-patient-facing areas. Each one takes a maximum of 15 minutes, though once comfortable with the process they are often over in as little as five minutes. Everyone is welcome—nurses, HCAs, unit clerks, patients, residents and families.

“The idea is to have an open dialogue about safety concerns—patient or staff related,” says Karen.

“The more we can talk and discuss issues in a safe, open way that gives people a chance to collaborate and contribute to solutions, the better outcomes we will experience for everyone.”



A Safety Huddle on Cornish 6

Huddles use a “Huddle Board” divided into quadrants to help focus responses on four areas—safety, quality, efficiency and engagement. The gatherings are a chance to identify ways to improve patient care, as well as to flag safety concerns that may relate to individual patients (e.g., if a patient is prone to falling the team can talk about their care plan) or all patients through universal process changes.

A ticket is created for any identified issues that need a solution. Tickets may be resolved immediately (e.g., a visit from plant services to fix a leaky sink) or may need to

be escalated further up the huddle chain to an MHC leadership, regional or provincial huddle.

Time is also put aside for recognition of positive efforts, and everyone also gets a safety check-in.

“We go around the circle, make eye contact with each individual person, and ask ‘do you feel safe today? Is there anything you want to bring up?’”

The standardized Daily Safety Huddles are being rolled out at all WRHA sites.

DR. YARMAK BACK TO 'DOING WHAT I LOVE'

Dr. Pavel Yarmak has a backup plan if his ophthalmology career doesn't pan out at MHC.

“I really like computer technology. Everyone in the department knows that I'm the IT guy if someone needs anything done with their computer.”

The ophthalmology resident's career seems likely to pan out, though. He was inspired to pursue the discipline after being mentored by Dr. Lee-Wing during his second year of medical school at the University of Manitoba.

“I was lucky enough to be matched with Dr. Lee-Wing...I ended up shadowing him for a couple of days and got excited about ophthalmology.”

Dr. Yarmak says he liked the mixture of clinical—managing medicines, diagnosis and treatment—and hands-on surgical work in the field.



Dr. Pavel Yarmak

“I also just really enjoyed seeing that most patients were really happy to see us and with the outcomes that we provide.”

After joining MHC's ophthalmology resident program in 2021, Dr. Yarmak did offsite rotations in related disciplines including

internal medicine, radiology and emergency medicine. Since April 2022 he's been a regular sight in our Eye Care Centre of Excellence, which he says has been “fantastic.”

“I mean, getting back to doing what I love—examining eyes and dealing with eyes on a daily basis—is fantastic, and everyone here has been incredibly friendly to me. I couldn't be happier.”

Dr. Yarmak is also seeing other happy life changes beyond his career. He was married last year, and he and his partner just bought a house and welcomed a dog into their lives.

“All the things are falling into place, the whole thing—marriage, house, dog.”

When told his backup plan of computer repair might put him in competition with Jason Hamade, MHC's resident computer wizard, he offered an olive branch.

“I haven't met him yet, personally, but I'm sure we'd have a lot to talk about.”

NEW HIRES

Adedoyin Ayodeji, Undergraduate Nursing Employee, C3

Angelique Caro Unit Clerk, C6/Float Pool

Brittany Spence, Laundry Aide, Laundry/Linen

Caleb Caetano Ferreira, Health Information Management Professional, Health Information Services

Elly Fehr, RN, Health Links – Info Santé

Jayne Trojack, Clinical Site Lead, Clinical Nutrition

Karlee Kearns, Laundry Aide, Laundry/Linen

Liliane Wass, RN, Health Links – Info Santé

Lloville Millanar, LPN, MP1/3 Float Pool

Michelle Sansom, Clerical Aide, Surgical Complex

Mitzi Carencia, Undergraduate Nursing Employee (UNE), C5/Float Pool

Ryan MacDonald, Infection Control Support Associate, Long Term Care

Senait Teklab, HCA, C6/Float Pool

RETIREEES

Julieta Mamonong, HCA, C5

Wilma Withoos, Supervisor, Medical Device Reprocessing

Dale Sandmoen, Scheduling Assistant, PHCC After Hours

President's Message

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We are Manitoba's Eye Care Centre of Excellence, Sleep Disorder Centre and Provincial Health Contact Centre with flagship Health Links – Info Santé.

We are strengthened by the spirit and the legacy of the Misericordia Sisters.

I believe our new plan provides a clear path forward while emphasizing the importance of remaining grounded and guided by the legacy of the Misericordia Sisters.



Caroline DeKeyster
cdekeyster@misericordia.mb.ca



NAT SAYS JUST DO IT!

MHC's Infection Prevention & Control guru Natalie Gibson says, if you haven't already, you need to get your flu and bivalent COVID-19 vaccine right away. With both flu and COVID-19 still spreading and outbreaks occurring, Natalie says getting vaccinated is the best way you can protect yourself and those you care for.

Spiritual Health Services
welcomes you to join us for...

Mindfulness Moments

Guided Meditations
Fridays 12–12:15 p.m.
7th Floor Solarium (Elevator B)



MINDFUL FRIDAYS

Join Spiritual Health Services every Friday in the 7th floor Solarium to increase your wellness and positive thinking with a guided meditation.

MISERICORDIA'S HELPFUL COMMUNITY



MEET TYLER!

About 10 years ago MHC security manager Tyler Brown heard about workmen shooing a dog away from our Maryland building construction site. He went outside to investigate and met Shiloh, the dog he and his wife Michelle would adopt from the Winnipeg Humane Society a week later.

Shiloh passed away last year. The basset hound/Labrador mix made many friends around MHC, where he was known as the Misericordia Dog. Shiloh was Tyler's first dog, and Stella, a puppy he and Michelle got after Shiloh's passing, is now his second.

After over 30 years at MHC Tyler says he has two families—one scattered around Canada that he travels to see and one he gets to see every day at work. Shiloh was part of both.

