

AS A MATTER OF FACT

COMMUNICATING WITH HEALTHCARE PROVIDERS OF CENTRAL REGION



Regional Health Authority
Central Manitoba Inc.

Office régional de la santé
du Centre du Manitoba inc.

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Season's Greetings from RHA Central!

Christmas is a time of wonder ... a time of sharing ... and thoughts of new beginnings

As we look back over 2011, we give thanks for YOUR continued support and the ongoing dedication, care and compassion of volunteers, staff and physicians.

Despite all of the hustle and bustle of this time of year, we cherish the spirit and traditions of Christmas – grateful for the kindness, generosity and the joy of giving that flourishes at this time. May we continue to strengthen and grow as a healthy and prosperous community. On behalf of the Regional Health Authority – Central Manitoba Inc.

Merry Christmas - Joyeux Noël - manito gūshigad



Merry
Christmas

Boundary Trails Health Centre 1st CancerCare Hub

Premier Greg Selinger announced Thursday, December 1st at the Boundary Trails Health Centre (BTHC) between Morden and Winkler will be home to the province's first CancerCare hub. The hub expands on the chemotherapy services currently available through the community cancer program, and will ultimately help coordinate access to expanded services like cancer screening and early detection services, cancer risk-reduction programs and palliative care.

The CancerCare hubs are part of the province's \$40 million system-wide cancer strategy. The coordinated services offered by the hubs will help move the province toward its ultimate goal of accelerating the cancer patient journey to two months or less.

Premier Greg Selinger announced BTHC will be home to a CancerCare hub. He says the Morden-Winkler area has shown repeatedly it can work together, so it made sense to locate the first hub here. "We already have a chemotherapy centre here, we have an MRI here, we have excellent health care professionals in the region. So to turn that into a CancerCare hub and to ensure that journey from early diagnosis to treatment gets shortened down to two months, it's a good place to start because then we can build on success for the other chemotherapy centres in Manitoba."

There are sixteen community cancer programs that currently offer chemotherapy to rural Manitobans. In total, ten existing community sites will become full regional CancerCare hubs offering an increased range of cancer care, supports and expertise, and the remaining six smaller community sites will become satellite hubs, offering expanded support services while connecting into other regional hubs as needed. Four more hubs will be strategically developed at existing community cancer program sites over the next year as part of a broader investment of nearly \$3 million to transform all sixteen existing sites over the next three years.

Dr. Dhali Dhaliwal, President and CEO of CancerCare Manitoba, spoke to the several dozen in attendance at the announcement

Another major component of the CancerCare hub is patients will be able to access a patient navigator through each of them. A navigator will follow their referrals, testing, diagnosis and treatment to ensure care is provided without delay and to advocate on their behalf whenever necessary to speed up care. Each CancerCare hub will also have a lead clinician, who will be the region's primary contact for cancer expertise, support and resources.

RHA Central CEO Kathy McPhail is excited the hub at BTHC will offer access to a patient navigator. "I can't imagine being someone who doesn't know what the system is about. It is huge, it is complex, and there are so many cracks you could trip on and fall through," says McPhail. "That is the point of the navigator is to actually know this system, know it very well, and to get through those hurdles and over those cracks and minimize the number of bottlenecks in the way."



Minister Theresa Oswald spoke to the CancerCare Hub which coordinated services offered will help move the province toward its ultimate goal of accelerating the cancer patient journey to two months or less.



Pictured above (lt.-rt.): Denise Harder, RHA Central Board Chair, Premier Greg Selinger, Kathy McPhail, RHA CEO, Dr. Dhali Dhaliwal, President & CEO CancerCare Manitoba, Dr. Cornie Woelk, RHA Central Medical Director of Palliative Care and Dr. Denis Fortier, RHA Central VP Medical Services

Boundary Trails Health Centre Becoming 1st CancerCare Hub

Selinger was asked why the province moved on this promise so quickly. “Well, because people are suffering, and cancer is one of those diseases that chews up an enormous amount of your energy and emotional resources. It can be long, it can be debilitating,” says Selinger. “So if we can shorten that journey and get effective treatment, and let people be able to move towards recovery, it just saves a lot of heartache all around Manitoba.”


McPhail is thrilled the province chose RHA Central and BTHC for the first CancerCare hub, noting being the flagship for this new program is a huge vote of confidence. “There’s been some tremendous work done here already. This will build on that, and it will actually push it outside the walls of Boundary Trails Health Centre and into the region, and out to people in the community,” says McPhail. “It can only be good. We know that those waits, sometimes those agonizing nights as the Minister spoke about, are long and too many. We try our best, but maybe we can improve on that.”

Reference: Manitoba Provincial News Release Dec. 1st, 2011

Where do I find Personal Health Information (PHIA) Policies?

Submitted by Lee Bassett, CHIM, Manager, Health Information Services BTHC

Remember the **INTRAnet?** It can be your resource centre for many of your privacy issues.

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- P** – Policies
 - H** – Health information Services
 - I** – INTRAnet
 - A** – Administration Policy Manual

One click on the big “E” icon on your desktop and you’ve opened the door to the RHA Central’s INTRAnet. You will find announcements, upcoming events, current postings, and the directory all at your finger tips! Also to be found on the INTRAnet are the RHA Central’s policies, procedures, guidelines and exhibits.

As a privacy officer I often reference the Health Information Services policies indexed between AD-700.00~AD-799.999 under the “Administrative Policy Manual” as well as the “Exhibits” AD.E00.000~AD.E00.999. The policies most commonly referenced are AD-702.000, Access to Personal Health Information and AD-702.000, Use and Disclosure of Personal Health Information.

Forms such as AD.E00.130, Consent for Disclosure of Personal Health Information and AD-E00.140, Request to Access Personal Health information can be found under the Exhibits section.

However; these aren’t the only policies I reference nor are the policies limited to privacy officers. You too can view and print policies about the use, access, protection and disclosure of personal health information.

Patient Safety Champions in RHA Central

Submitted by: Kristine Hannah, Regional Program Director - Quality Improvement & Risk Management

We asked for nominations for Patient Safety Champions – someone who consistently goes the extra mile to ensure the safety of patients/residents, someone who advocates on behalf of the patient and some who is recognized by peers as being a champion or leader in patient safety. We had many nominations! We asked the people nominating to describe why the person(s) they were nominating was seen as a champion. The many nominations is reflective of some of the great things happening everyday to keep the patients in Central Region safe.

Canadian Patient Safety Week was October 31 – November 4 but we know patient safety is an everyday priority. In recognition of Canadian Patient Safety Week, we offered one “Patient Safety Champion” gift basket for each area of the region. We have many Patient Safety Champions in the region, but here are the recipients of the gift baskets:

Lise Durand is the Mid Central Area Patient Safety Champion. Lise is a pharmacist and works at Notre Dame Health Centre. Lise takes the time needed to discuss and review prescriptions with patients. She checks for possible interactions with current medications they are taking and discusses possible side effects. Lise researches medications to ensure any vitamins or herbs patients are taking are safe to take with the medications they are on. She is always respectful and professional and a consistent Patient Safety Champion. Congratulations Lise!

Janice Rempel is the North Area Patient Safety Champion. Janice is a Registered Nurse and works on the Surgical/Obstetrical Unit at Portage District General Hospital. She was nominated by her peers for her gentle approach and ability to make her patients feel safe and cared for even when the ward is busy. She is a strong patient advocate. Janice is a mentor for her co-workers, especially for new nurses. She is a great teacher and encourages teamwork and leads by example. She believes nursing is a continual learning process. Patient safety is always her priority. Congratulations Janice!

Agatha Falk is the South Area Patient Safety Champion. Agatha is a Licensed Practical Nurse at Salem Home. Agatha is a peer leader for the Safe Client Handling Injury Prevention Program. She is an instructor for Salem’s In-House Resident Care Attendant Program. Agatha has had a key part in identifying resident safety concerns. She is proactive and quick to assist in teaching proper techniques for students/staff to ensure resident safety. Agatha is an excellent role model and inspiration to those around her. Congratulations Agatha!



Pictured with Lise Durand are Dr. Denis Fortier, VP Medical Services (It.) and Joyce Kristjanson, Director of Health Services - Notre Dame (rt.).



Pictured with Janice Rempel are Shannon Raymack, Client Services Manager for Surg/Obs (It.) and Donna Bleakney, Director of Health Services for Portage District General Hospital (rt.).



Pictured with Agatha Falk are Ardith Rothwell, VP Programs & South Services (It.) and Kelly Enns, Facility Educator (rt.).

Moving Forward



ACCREDITATION CANADA
AGRÉMENT CANADA

Submitted by: Tannis Lacroix, Regional Accreditation Coordinator

The Accreditation process is progressing successfully. So far, 2011 has been a busy and interesting year in preparation for Accreditation. Staff and physicians from across the region have completed self-assessment questionnaires pertaining to their areas of work. The results from these questionnaires are currently being reviewed and prioritized by our Regional Directors, identifying strengths and examining areas that could benefit with some improvement. Accreditation education is now complete at several levels including Board Members, Directors, Managers and Educators with overwhelming participation. Education for RHA physicians and front line staff will take place in early 2012. During your education session, an overview of the accreditation program will be provided that focuses on preparing you for the accreditation on-site visit taking place March 4 – 9, 2012. You will gain a basic understanding of the accreditation program and become familiar with your roles and responsibilities.

Both the Work Life Survey and the Patient Safety Survey attached to your paystubs in September and October have been returned with a response rate of 33% for the Work Life Survey and 19% for the Patient Safety Survey. Results from these surveys are currently being analyzed by an off-site epidemiologist and will be available to you at a later date. Thank you once again for taking the time to participate in these surveys and providing us with your knowledge and feedback in order to achieve continual positive growth within our region.

RHA Central also has an opportunity to submit leading practices to Accreditation Canada. A leading practice is a noteworthy practice carried out by a health service organization, demonstrating innovation and creativity, and has a positive impact on services or outcomes for clients and families. These exemplary practices demonstrate exceptional leadership and high quality service delivery. Leading practices are worthy of recognition for what they contribute to their field. The leading practice electronic submission form can be found on the RHA Central Intranet homepage, 2011/2012 Accreditation link. Deadline for submission is January 9, 2012.

March 4 – 9, 2012, a team of Accreditation Canada surveyors will visit a number of sites within our region to evaluate the services offered and share their expertise. The schedule outlining the on-site visits will be finalized and made available to you within the early New Year. The finalized schedule, individual surveyor biographies and the front line staff/physicians Accreditation education presentation is available for viewing on the RHA Central Intranet homepage by clicking on the Accreditation Canada logo at the bottom of the screen. You are encouraged to check out the presentation. Stay tuned to future “As a matter of Fact newsletters” for updates and current information on Accreditation 2011/2012.

You are always welcome to call me directly with any of your Accreditation questions. I can be reached at 204-428-2780 or tlacroix@rha-central.mb.ca

Thanks for making a DIFFERENCE



Phyllis Dueck (Centre)
Altona Health Centre
South Area



Shawna Brooks (Centre)
Douglas Campbell Lodge
North Area

Listed are other employees who were also *thanked for making a difference.*

MID-CENTRAL Area

Anderson, Betty
Berard, Sharon
Bibault, Tracey
Boyne Lodge 1st Floor Nursing Staff
Boyne Lodge 2nd Floor Nursing Staff
Boyne Lodge Kitchen Staff
Carman Dietary Team
Carman Maintenance Department
Chouinard, Nancy
Comte, Lynn
Crocker, Kiki
Daneault, Joeline
Dequier, Michelle
Edel, Shannon
Evans, Andrea
Frost, Donna
Graham, Gloria
Hacault, Shelly
Helliewell, Tom
Hoffman, Mary Ann
Hughes, Mary-Lou
Kerr, Fern
Kozak, Susan
Labossière, Stacey

MacLean, Gail
Mangin, Marcel
Mansell, Michelle
McFarlane, Allan
Middleton, Suzanne
Moreau, Marie-Reine
Owen, Bonnie
Pasco Drona, Lorina
Penner, Deb
Pritchard, Carla
Reimer, Margaret
Robidoux, Sylvie
Rose, Eleanor
Sibilleau, Kim
Spencer, Mona
Suski, Catherine
Touchette, Gaetane
Unrau, Diane
Vitt, Tracy
Wilson, Leta
Young, Bev

SOUTH

Bartel, Peter
Billing, Karen
Booth, Glenda
BTHC Nutrition & Food Svces.
Bueckert, Tina
Davis, Sheryl
Dyck, Agatha
Fehr, Dave
Friesen, Ellen
Gervais, Bonnie
Giesbrecht, Michael
Harder, Kim
Hoepfner, Denise
Hoepfner, Helen
Holewka, Marlene
Jean, Karen
Leonard, Laurel
Livingstone, Mona
Loewen, Betty
Lovell, Elizabeth
Neustaeter, Meagan
Penner, Martha
PMHC Dietary Staff
Ramsay, Tracy
Reitze, Lonnie



Kyla McCallum (Right)
Carman Memorial Hospital
Mid-Central Area

As per Policy AD-429.000 – Staff Reward and Recognition Program, a quarterly draw was held and three employees who had been thanked for making a difference during the period May 1, 2011 to October 13, 2011 were chosen to receive a token of appreciation.

REMINDER

Recognition “Thank You” Cards are located at all RHA Central sites for staff or clients to use. “Thank you” cards may be given to staff for:

- ◆ Making a difference in someone’s day
- ◆ Demonstrating helpful, courteous client care
- ◆ Putting forth extra effort in their daily work
- ◆ Working together in a collegial manner
- ◆ Demonstrating the core values of RHA Central – Integrity, Caring and Excellence

North Area

- Ross, Brenda
- Sawatzky, Jonathan
- Steinsvik, Debbie
- Street, Brad
- Toews, Carol
- Trojack, Jayne
- Wieler, Liz
- Wilkinson, Matthew
- Winter, Glenn
- Worms, Carol
- Wuerch, Tammy

NORTH Area

- Asham, Barb
- Asham, Tracey
- Beaudette, Jacqueline
- Beauprie, Laura
- Bereza, April
- Bernardin, Angie
- Boschman, Louise
- Boyle, Wanda
- Brooks, Shawna
- Brown, Brenda
- Burnell, Brad
- Chabot, Lee
- Chambers, Christopher
- Cheverie, Kathy
- Combden, Chantel
- Cuthbert, Eric
- Dell, Arlene
- Dell, Gerry
- Dezeng, Doug
- Doell, Jolene
- Dupont, Connie
- Eastman, Cheyenne
- Edinger, Meagan
- Gagnon, Marilyn
- Groulx, Michelle
- Gullett, Monica
- Hacault, Leanne
- Henderson, Betty Ann
- Johnson, Debbie
- Kohut, Alina
- Kuryk, Snow
- Lacroix, Tannis
- Lambert, Marcia
- Lapratte, Regina
- Larson, Joanne
- Lehman, Elaine

- LPM Maintenance Department
- Martin, Virginia
- McArthur, Melissa
- McFarland, Lori
- Mclvor, Sue
- Meseyton-Neufeld, Dianna
- Murray, Tara
- Neault, Rose
- Nguyen, Thuy
- Ouellette, Shelly
- Palmer, Susan
- PDGH Medical Peds. Team
- Randel, Araceli
- Richardson, Jackie
- Ritchie, Marlene
- Sandney, Crystal
- Sawchuk, Cliff
- Schimmel-Werbiski, Pam
- Seguin, Dianna
- Shields, Colleen
- Sokolosky, Ingrid
- Spinks, Janice
- Steeden, Dawn
- Utz, Jennifer
- Wall, Pat
- Watson, Valerie
- White, Cindy
- Wicklund, Dorothy
- Williams, Caroll
- Wood, Melissa
- Wylie, Sheri

Manitoba Patient Access Network

Health Innovation Awards

The Health Innovation Award 2011 presented at the November 22, 2011 MPAN Conference is a commissioned piece of local art. The artist was asked to reflect on the qualities of Innovation, and design an award that reflected these qualities. This year's artist Jordan Van Sewell describes the award: "Plants being life, strength, growing in unison, in concert with each other. The award features a field of sunflowers with one standing out above the rest – a true Innovator". Pretty strong imagery!

The first award was for **Patient Centred Care – Initiatives** that recognize the patient/client/family in improving and redesigning health care programs and services. The RHA Central Surgical Program/System Transformation Journey project goal was to design, sustain and continue improvement of a regional surgical program to better suit the needs of the patients within the region, and improve patient access to services, as well as providing services closer to home. The role of four surgical sites was redefined as part of one integrated surgical program.

Some outcomes of the project included:

- * Increased surgeries by 68.4% (from 2004/05 to 2009/10)
- * Reducing waitlist by increasing efficiencies and consolidating higher risk surgeries at the regional sites, thus creating capacity for additional surgeries at the smaller sites
- * Coordinate all Surgical services within the region
- * Develop centres of excellence for joint and ortho, cataract, and ENT surgeries
- * Implemented a surgical information management system – electronic slating as step one
- * Standardized protocols, guidelines and processes across the region
- * Staff can be mobilized to different sites in the region as required.

The Surgical Vision is a work in progress. The next steps are to develop a central intake process for screening colonoscopies and a Medical Device Reprocessing tracking system for all supplies required in a surgery.

The second award was for **Managing Effective Patient Flow in a Clinic** which was a result of the clinic's use of the "buzzers" and electronic tools to ensure that the patient's journey through the clinic is smooth and without incident.

Congratulations to staff at the Clinique Notre Dame Clinic who ensure that the patients are looked after prior, during, and upon leaving their appointment.

The conference is organized by the Manitoba Patient Access Network (MPAN) whose mandate is to identify, advocate, support and guide health system change and process improvement initiatives. MPAN's goal is to improve patient access to health services and care through change and process improvement.



Accepting the Patient Centred Care Award on behalf of RHA Central were (lt.-rt.): Daren Van Den Bussche, Board Member, Kathy McPhail, CEO, Eileen Vodden, Regional Program Director - Acute, Dr. Denis Fortier, VP Medical and Donna Harasymec, Board Member



The Clinique Notre Dame Clinic was presented the Managing Effective Patient Flow in a Clinic Award - pictured above are some of the staff at the Notre Dame Clinic (lt.-rt.) front row: Lynn Dacquay, Marilyne Helliewell, Anne Marie Chanel; back row: Anita Jenin, Lysanne Delaquis, Dr. Holly Hamilton and Dr. Denis Fortier.

What's up Docs?

*Submitted by: Dr. Denis Fortier,
Vice-President Medical*

Share your stories...

Colleagues, this is your corner of the newsletter; therefore, if you would like to share any information, please submit your articles to the Medical Administration Office via email: adacquay@rha-central.mb.ca

Surgery	Procedures where wait times are being monitored	Benchmark Information
Surgery wait times as of November/2011	Colonoscopy wait list Nov/11 BTHC 176 Carman 180 PDGH 40	Screening colonoscopy benchmark = 6 months BTHC & Carman < 6 months PDGH colonoscopy wait time < 2 months
	Ear, Nose & Throat (ENT) Procedures	ENT surgeries provided at PDGH wait time 12-18 months An increase in OR time is offered as OR time becomes available.
	Total Joint Replacements BTHC 39 hips BTHC 54 knees	Total Hip Replacement benchmark = 26 weeks BTHC median wait time for hips = 22 weeks BTHC median wait time for knees = 25 weeks
	Arthroscopies BTHC 108 PDGH 5	Arthroscopy benchmarks = 6-8 months BTHC current arthroscopy wait time = 8-12 months PDGH current arthroscopy wait time = 2-3 months
	Cataracts PDGH 27	Cataract benchmarks = 6 months There are 27 patients waiting on an average of 5 months for cataract surgery. This service is available at PDGH in Central Region

ColonCheck - Cancer Care Manitoba is coming to Central Region!

The program will begin inviting individuals of average risk between the ages of 50 & 74 to be screened with the Fecal Occult Blood test (FOBT). The plan is to start sending out kits in the Carman area in December and expand to other areas of the region at a later date. The program is also distributing kits through BreastCheck, on request and in collaboration with health care providers. Information for health professionals can be found on our website at www.coloncheckmb.ca

Gladstone held Staff Recognition on November 17th

Submitted by: JoAnn Egilson, Director of Health Services - Gladstone

Congratulations!



Pictured (lt.-rt.): Susan Giesbrecht, Laura Frechette, Susan Landry, Ginette Snaith, Shirley Armstrong, Lois Lees, Darcine Block, Roseanne Shipman, Betty Cogar, Esther Buchanan, Tracey Clark, Sharon Shalwani, Barry Troop, Pam Dezall, JoAnn Egilson and Mary Smith. Missing from photo: Deanna Otto and Evangeline Bjarnarson.

Baby Friendly NEWS

Submitted by: Stephanie Verhoeven, Regional Director Public Health

On September 30, 2011, at the 12th year of offering a Baby Friendly Conference, the organizers of the conference, Dawn Ridd and Linda Romphf, recognized those who had been there since the inception of Baby Friendly Manitoba. A logo and hand drawn art based on this logo was developed by local artist Elizabeth Gillespie. Art pieces were given as Baby Friendly Manitoba Awards to recognize and celebrate long service and contribution to the establishment of Baby Friendly best practice in Manitoba. Long time Morden/Winkler area public health nurse, Vera Froese, RN BN IBCLC, was recognized for Innovation in Practice. Vera is truly worthy of this award. When we appropriately support breastfeeding it makes a difference for babies, mothers, families and communities. Vera's leadership and passion for this work is helping us all make a difference.



Vera Froese awarded the Innovation in Practice Award from Baby Friendly Manitoba

Coloring our lives and the lives of others

Submitted by: Tammy Klassen, CSM Red River Valley Lodge



Pictured (lt.-rt.) showing the flannel nightgowns are Irene Bruneau and Paulette I. Vermette.

This is the project name for the "Club des Pionniers" from St. Jean Baptiste. There are 10-12 ladies who meet weekly and devote their time and tender loving care into special sewing projects. They delivered a bundle of twelve flannel nightgowns to both Red River Valley Lodge and Morris General Hospital in the spirit of Christmas as 'early presents'. We are blessed to be recipients of such wonderful gifts! All of their projects are made from donations of fabric. If interested in providing fabric donations for projects, please contact Irene at 758-3446; or Paulette at 758-3318.



Mark your Calendars!

also available online at:

<http://intranet/AdminRefLib/HR/Dev/Pages/Events.aspx>



Dec 14 Aggression Management - Portage District General Hospital (PDGH)
EAP Workshop-Financial Management - via MB Telehealth

2012

Jan 7 **Deadline As a matter of Fact**

Jan 9 SCHIPP Peer Leader Refresher - Boundary Trails Health Centre (BTHC)
Regional Aggression Management - Douglas Campbell Lodge

Jan 10 SCHIPP Peer Leader Refresher - BTHC
Training in Test of Texture Modified Diets (TTMD) I: Safe Feeding & Swallowing Screen for Health Care Aides - Carman Memorial Hospital

Jan 11 Food Handler Training Certificate Level I - Boundary Trails Place, Morden
CRNM Professional Practice Education Series: Therapeutic Relationships - via MB Telehealth

Jan 12 Basic Life Support (BLS) - Boundary Trails Place, Morden

Jan 17 TTMD I: Safe Feeding & Swallowing Screen for Health Care Aides - PDGH

Jan 18-19 Advanced Cardiac Life Support - BTHC

Jan 18 Basic Life Support - Morris Hospital

Jan 19 Basic Life Support - Boyne Lodge

Jan 23 Clients Come First: Fostering an Atmosphere of Care and Support - Douglas Campbell Lodge

Jan 24 TTMD I: Safe Feeding & Swallowing Screen for Health Care Aides - BTHC
Basic Life Support - Tabor Home

Staff Feedback Line 248-7256

In addition to speaking with immediate supervisors, staff have the option of channeling suggestions / comments or questions through the Staff Feedback Line.

Leaving your name is optional. Response may be followed up in compliance with FIPPA



January is...

Weedless Wednesday (18)
National Non-Smoking Week (15-21)
Alzheimer Awareness Month

Next Issue!

will be published the week of **January 17, 2012**

Deadline for submissions will be
January 7, 2012!

Let us know of significant happenings
of your peers in the Region!

Contact us by email at:
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Kristine Crocker, Communications & Website Specialist

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