

# 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.

## INSIDE THIS ISSUE:

- ♦ Ask the CEO!
- ♦ The Journey of Family
- ♦ Ensuring Health Information Integrity
- ♦ PACE Car Program
- ♦ Medical Device Reprocessing Techniques
- ♦ French Language Training - Winter Session
- ♦ Canadian Blood Services
- ♦ MIPS
- ♦ French Immersion Program

## NEW PERSONAL CARE HOME FOR MORDEN-WINKLER AREA

*New Tabor Home and Supportive-housing Units will Meet Current and Future Needs: Oswald*



Following a big **YA-HOO!**, a few Tabor Home Staff and Board members, RHA Central Staff & Board Members and provincial dignitaries including Health Minister Theresa Oswald take a moment to mark history in the making!

A new Tabor Home with more personal care home beds and the introduction of supportive-housing units will provide a safe living environment for more seniors in the Morden and Winkler area, announced Health Minister Theresa Oswald on Nov. 15 in Morden. A total of 100 beds, including 80 personal care home beds and 20 supportive-housing units, will replace the current 60-bed Tabor Home facility. Current plans will see the new Tabor Home located along PTH 3 beside a private assisted-living facility currently under development, a location identified as ideal by the Tabor Home board. This provides an opportunity to locate a personal-care home, supportive-housing and private-housing options together in a seniors' campus, a unique-in-Manitoba approach to support ageing-in-place and easier transitions between care settings.

Supportive housing will be a new living option for seniors in the Morden and Winkler area as there are currently no supportive housing facilities in either community. Supportive housing is an apartment-living environment with 24-hour personal support services for residents. The 66 per cent increase in beds from the 60 at Tabor Home today will meet current and medium-term demand in the region for supportive housing and personal care home beds, with the intent to design a facility that can accommodate future expansions to meet longer-term demand as well, said Oswald. Planning and design work will begin immediately on the new facility, which will meet current standards and design guidelines including single-occupant rooms and energy efficiency, said Oswald. Further planning will determine whether the 20 new supportive-housing units should be built within the new personal care home facility or separately.

# ASK the CEO!



*Kathy McPhail,*  
*Chief Executive Officer*

As most of us get to this time of year, we start that flurry of planning. Planning for the gift making or purchases, planning our many gatherings whether at work, for family, for friends or at church or school ... it seems to be all about strategy and planning at this time of year because there are so many things to get done and a fixed time to do them in!!

Well its no different in our RHA world. We too have been busy strategizing and planning. You are aware that the 2009 Community Health Assessment (CHA) is complete and available for you viewing and use at (<http://www.rha-central.mb.ca/cha.php>). It tells us all sorts of interesting information about who we are, how many and where we are, our service providers and as well information about our burden of illness and diseases, about our programs and about our services. Great information to use in planning.

So in conjunction with and following the compilation of the CHA, we have been engaged in updating and creating our region's Strategic Plan for the next 5 years (2011-2016). Wow it's hard to believe 2016!!! To put together such a plan, the Board has held strategic sessions, some with community stakeholders and some sessions with RHA staff members. As well, Regional Leadership Forum, Senior Management and each of our regional programs and teams have spent numerous hours creating their strategic and operational plans to carry us forward to 2016. A tremendous undertaking ....thank you to each of you and your teams! As well, the Regional Leadership Forum and Regional Medical Advisory Committee have participated and charted their strategic courses for the years ahead. Each Regional Health Authority is engaged in a similar process although each will approach the process in a fashion that meets their needs.

You will recall that I have written previously that such a strategic planning process begins with the Board ENDs and the Community Health Assessment. The Board had revamped their ENDs in September, 2008 and have reviewed them as a part of this planning. They have endorsed their previous decision of four Board ENDs with one change in Board END 'A' which is to change the word "individuals" to "PEOPLE". So our Region's four Board ENDs (or as some would call it our overall strategic directions/goals) are now:

Board END (A)	<i>Healthy people &amp; a healthy environment</i>
Board END (B)	<i>A healthy responsive and innovative organization</i>
Board END (C)	<i>Access to the most appropriate care in the most appropriate settings</i>
Board END (D)	<i>A sustainable, safe &amp; integrated client-centred health care system</i>

We will have our new Strategic Plan completed December 1st so look for its roll out in the New Year as it comes into effect April 1st 2011. It will be posted on the Intranet for you and further background schedules can be obtained from your Director or Program leader. As well, the Strategic Plan will be posted on our web site for the public.

Its always refreshing and a great sense of pride is felt to see our plans take shape, whether that's our personal or family plans or those of our Region. I hope you will join me in thanking all the many many people who have worked on RHA Central's Strategic Plan of 2011-2016. What a tremendous job!!

Please take time to read and review it upon its release. You will see our plan does not signal a monumental shift in direction but rather is a plan of commitment to what we have already accomplished and keeps moving us forward towards one day achieving a population where people in our region are 'as healthy as they can be at a reasonable cost'. ENJOY the read and should you have questions, please ASK!!

# The Journey of Family – Where is the GPS?

To help celebrate 100 years of the Canadian Public Health Association, 12 great achievements from over the past century have been identified. The two great achievements highlighted in October are family planning and healthier mothers and babies.

*Submitted by: Jan Boychuk, Families First Public Health Nurse and Stephanie Verhoeven, Regional Director Public Health on behalf of the Public Health-Healthy Living Program Team.*



All parents want to be good parents. We possess strengths and desire to make this happen, yet we can be overwhelmed with the task we are faced with. When is the right time to have a child(ren)? What if I am not ready to be a parent? What is best for my child? What will I feed my child? Do I follow the same parenting style as my parents or try something different? How do I instill my values in my children? Who do I call for support? What if I make a mistake? How do I keep my family safe and healthy? Why didn't I major in Family Studies, Sociology, Medicine, and Psychology before I had sex? The questions go on and on. Being the captain of our destiny is no easy task. In fact life is challenging every step of the way. We usually know where we are going. How we get there is the challenging part.

As we celebrate the support Public Health offers to individuals and families along the continuum, we are not a quick answer kind of resource. We believe in the power of people. We believe people should make their own decisions based on accurate information. We offer an array of resources meant to support individuals and families in achieving their goals.

**Family Planning**—Public Health offers reproductive health counselling and supplies to individuals and groups, including methods of contraception, safe sex practices, and resources to support individuals to achieve their family planning goals. This support is carried out in schools, public health offices visits, home visits and teen clinics.

**Prenatal Support**—Expecting a child can bring with it feelings that may vary from excited to terrified, opportunities for lifestyle changes, a multitude of questions and many changes to our body. In order to support pregnant families, Public Health offers several services. These include pregnancy option information, prenatal education, one on one Public Health support, Midwifery services, group sessions (Growing with Mom/Healthy Baby) and individualized home visiting (Families First). These services all encourage parents to make educated decisions and take actions that fit with their goals.

**Midwifery services** —Midwives have been legislated in Manitoba for 10 years and give necessary care and advice to women during pregnancy, labour and the postpartum period, conduct births, and care for the infant and the mother. We currently have four midwives working in RHA Central.

**Postpartum Support**—With postpartum hospital stays getting shorter, it is critical that families get support when they return home with their baby. Public Health Nurses attempt to visit all families following the birth of their child, either by phone or in person. Public health nurses and Midwives provide emotional support, breastfeeding support, maternal, newborn, and family assessment, and anticipatory guidance for maternal and newborn care. Additional support to families is offered through Growing with Mom groups and Families First home visiting. Currently, with the exception of Midwifery, this is a Monday to Friday service. In the future we hope that Public Health Nurses will offer these visits 24/7, in order to better meet the needs that have arisen from earlier discharge into the community.

**Child Health**—Public Health offers regular clinics that provide families the opportunity to meet with Public Health Nurses, in order to protect their child from devastating diseases through immunizations, ask questions and receive information regarding child development, child safety, and family planning.

In addition to providing many services to families, all Public Health staff provide families with links to many other available resources to support their journey.



# Run for the Cure!

*Submitted by: Lynn Comte, Ward Clerk*

On October 3, 2010, "Team Lori" from Notre Dame and surrounding areas participated in the Run for the Cure and raised more than \$15,000.



## Morris & Area Staff Appreciation

*Submitted by: Sharon Berard, Administrative Assistant*

On September 16, 2010, we had the opportunity to say "Thank You" to all staff and acknowledge the length of service of the following staff for their contribution to providing quality care to clients on the behalf of RHA Central.

5 Years: Erin Nixon, Jessica Seabrook, Danielle Sabourin, Lil Kornelsen, Simone Mazinke, Paulette Perron, Colette Remillard, Rhonda Neufeld and Cora Olson.

10 Years: Betty Kroeker, Brenda Goossen, Theresa Ley, Lucille Thiessen, Bonnie Gervais, Colette LeClair, Candace Wright and Brad Street

15 Years: Dolores Third, Gaylene Touzin and Esther Wiebe

20 Years: Henriette Brunet, Lynn Waldner and Mary Reimer

25 Years: Colette Courcelles

30 Years: Dr. Micheal Fraser

35 Years: Debi Friesen

As you can see from the above list, we are so very fortunate to have employees who are so dedicated in ensuring people can be as healthy as can be.



*Home Care (lt-rt): Elva Dyck, CC; Colette Courcelles, HCA; Peggy Lenton-Unrau, RC and Bonnie Gervais, RC*



# Supporting Breast Cancer

*Submitted by: Angie Bernardin, Administrative Assistant*

On October 15, 2010, Portage District General Hospital wore pink to support breast cancer research and raised \$263.87. Way to go!



## Local Dietitians Win Golden Carrot Award

*Submitted by: Chantelle D'Andreamatteo*

A group of local dietitians who spearheaded the very successful From Field to Table gala supper event won gold for their efforts!

The group of dietitians worked together as part of the South Central Manitoba Spring Supper Committee. This committee planned, organized and hosted the elegant supper event held in March in Morden with 250 people in attendance. The menu for the evening showcased locally grown food, and also celebrated National Dietitians of Canada Nutrition Month. The event helped create awareness of local food opportunities and issues in south central Manitoba, and enhanced local food partnerships in the area.

The South Central Manitoba Spring Supper Committee members included local dietitians Michelle Turnbull (co-chair), Kim Knott (co-chair), Aimee Cadieux, Candice Comtois, Katharina Froese, and Diane Unruh.

The committee was presented the Golden Carrot Award on October 16th at the award ceremonies held at the Manitoba Legislature. Minister Jim Rondeau, Healthy Living, Youth and Seniors, presented the award to the committee, who won in the category of Rural Community Food Champions.

The Golden Carrot Awards are Food Matters Manitoba's annual toast to behind the scenes work to get good food on Manitoba tables. More information can be found at [www.foodmattersmanitoba.ca](http://www.foodmattersmanitoba.ca)



*On hand to accept the award were committee members (left to right): Lynette Froese, and local dietitians Diane Unruh, Aimee Cadieux, Kim Knott, Katharina Froese.*

# Obstetrical Education Day

*Submitted by: Tammy Wuerch, CSM -  
Surgery/Obstetrics*

Approximately 30 people attended the Obstetrical Education Day held at Boundary Trails Health Centre on October 12, 2010. Presentations were given by: Dr. Nause - "Breech Deliveries, Post Partum Hemorrhage and Shoulder Dystocia", Dr. Basson - "Unexpected/Nurse-assisted Deliveries", Craig Doell (RT) - "Newborn Transition", Tammy Wuerch (CSM - Surg./OBS) - "Newborn Assessment", and Dr. DeCosse - "Newborn Jaundice". Overall the day went very well, and everyone was quite impressed by all of Dr. Nause's props for her presentations!

## BTHC Foundation - "Laughter does good like Medicine"

*Submitted by: Carol Worms BTHC  
Foundation Office Administrator*

The Boundary Trails Health Centre Foundation gratefully acknowledges and thanks all the supporters and attendees of our annual fundraising dinner held October 22, 2010 at the Morden Community Centre. The evening featured a guest entertainer - "Laughter does good like Medicine".

Over \$35,000 was raised to help fund the programs and other requests the BTHC Foundation receives. Thank you for your commitment to caring.

# Emerson & Area Staff Appreciation

*Submitted by Dale Buhler, Client Services Manager Emerson Health Centre*

Emerson Staff Appreciation was celebrated on September 23, 2010 with a wonderful lunch catered by the Emerson Golf Course.

Brad Street, Director of Health Services and Dale Buhler, Client Services Manager, recognized long term service for the following staff at Emerson:

5 Years: Audra Fedoruk HCA and Maureen Lemay RN

10 Years: Joanne Barnabe

15 Years: Pam Fowler, Dietary/Housekeeping Aide and Justina Friesen, Dietary/Housekeeping Aide

20 Years: Aurora Schmitt, HCA; Angela Weiss, Dietary Aide and Linda Neufeld, Home Care Direct Service Worker

Special guests at this years celebration included; Armande Leclair, RHA Board member; Cheryl Harrison, VP Programs and Mid-Central Services; Teri Wylde, Client Services Manager - Morris Hospital and Tammy Klassen, Client Services Manager - Red River Valley Lodge, to celebrate our achievements.



(lt.-rt.): Dale Buhler, Aurora Schmitt and Brad Street

(lt.-rt.): Dale Buhler, Angie Weiss and Brad Street



(lt.-rt.): Denise Pohl, Linda Neufeld and Brad Street



# BTHC Halloween Spirit

*Submitted by: BTHC Wellness Committee*

The Wellness Committee at Boundary Trails Health Centre challenged staff to a Halloween decorating and Pumpkin Carving competition in celebration of Halloween 2010. Pumpkins were distributed to each department. There were MANY interesting entries, which provided our judges with a hard job of picking winners for the funniest - (Home Care), scariest (Medical) and most creative (Dialysis) pumpkins. Materials Management won 1st prize for department decorating, 2nd prize went to the Lab and 3rd prize went to ACC. The Wellness Committee would like to thank everyone for their Halloween spirit and participation!



## Happy Halloween!

*Submitted by Kyla McCallum, Administrative Assistant*

Carman Hospital staff celebrated Halloween by showing their true colors. Dr. Denis Fortier was lucky enough to be in the building and chose our winner. Who do you think he picked? Staff also enjoyed a delicious potluck lunch and some door prizes!



# Health Information & Technology Week

November 7–13, 2010

## United in a Mission to Protect Information

*Submitted by: Susan Enns, CHIM,  
Regional Director Health Information Services,  
Privacy & Access Officer*

Ensuring privacy, security, and confidentiality of personal health information has been a fundamental principle for the HIM profession throughout our history. HIM professionals continue to carry out the responsibility of maintaining the privacy and security of patient information. This responsibility has become increasingly more challenging in the constantly changing environment. HIM professionals must redefine their role as stewards of the privacy and security of individually identifiable health information.

An organization needs to let its consumers know that it is aware of both the benefits of technology and the need for strengthened security and privacy. It is this awareness that encourages the organization to continually look for practical and effective preventive measures. That effort leads it to institute policies and procedures guarding against unauthorized access of records that could corrupt integrity, timely access, and accuracy of patient information.

In an electronic environment marked by increased data capture and legitimate use of patient information, the potential risk of identity and medical identity theft is increased. Now more than ever, trust is critical in healthcare, and a correlation exists

between what a patient is willing to share and the effectiveness of healthcare delivery. The regulations protect medical records and other individually identifiable health information, whether on paper, in computers, or communicated orally. As a balance is sought between information availability and confidentiality, it is clear that privacy issues overlay clinical decision making in ways not clearly discernible prospectively, certainly not by those unfamiliar with the clinical relevance of withheld health information

Privacy and security are care critical success factors in the movement toward electronic health record (EHR) adoption. Further, protecting consumer information is on the national agenda for the 21st century through continued legislative and regulatory changes, and governmental and private initiatives. As the industry continues to transform, the HIM professional is positioned to grow in the role of privacy and security advocate.

Privacy and security is everyone's responsibility, and healthcare professionals are united in their mission to protect information.

Excerpt reprinted from the HI&T Planning Kit with grateful acknowledgement to Diana Warner, MS, RHIA, CHPS

## Boo-Hoo in Southport

*Submitted by: Gail Todoruk , Junior Accountant-Corporate*

Southport die-hards dressed up as "Clue characters" as CEO Kathy McPhail and her Assistant, Jane Saunders, worked through the clues to solve the murder of Mr. Boddy. (Way to go team! ... great team building!!)





# Portage la Prairie Staff Appreciation

Submitted by: Marianne Woods, Director of Health Services - Seniors

The Portage la Prairie Staff Appreciation Awards were held at Douglas Campbell Lodge on October 6<sup>th</sup>.

## 5-year recipients



## 25-year recipients



## 10-year recipients



## 15-year recipients



## 30-year recipients

## 20-year recipients



# PACE Car Program

Submitted by: *Dianna Meseyton-Neufeld*  
Healthy Living Program Facilitator

It is amazing how starting small can snowball into something big and far reaching. As part of my role as a Healthy Living Facilitator, I promote injury prevention and help communities become healthier places. One day while I was looking on the Safe Kids Canada website, I saw a program that Safe Kids Canada and FedEx sponsor called the PACE Car program. As I read how the research showed that for each 1.6 km/hr speed was reduced that collision was reduced by 5%: I was impressed.

Then it clicked! The City of Portage was lobbying to have the provincial government reduce the speed limits in school zones. So I thought the PACE program would be a nice complement to their policy change goal. But would the City be interested in a community-driven program that encouraged all drivers to sign a pledge to drive within the speed limit and proudly display a PACE Car sticker in the back window of their car? Would they believe that drivers would participate to act as mobile speed bumps and slow the traffic behind them and have a calming traffic influence? Would they want to work together with partners like the School Division, RCMP, RHA, and community groups to make this community project viable?

To find out the answers to my questions, I sent the PACE Car program information to a city counselor to see if the program would fit with their goal of speed reduction. And from there, this small idea exploded. The partners were all eager to get on board and make the PACE Car program happen. I applied for a small grant from Safe Kids Canada on behalf of the organizing committee. Our committee met and a launch was planned that initially targeted two schools but has since expanded because of the interest and support of the community. On October 20<sup>th</sup>, the launch saw a room full of people and media and within 1 hour there was more than 100 people signed up to participate.

The media's interest and coverage in this program has been tremendous. Not only have we had local radio and newspaper coverage but we have had coverage from CBC radio noon, the ACE Burpee show (Hot 103), and the Winnipeg Free Press.



Now the organizing committee plans to increase the coverage of the program and spread it throughout Portage by working with more community groups and agencies in the next few months. The hope is to see more cars with yellow PACE stickers than cars without stickers.

And why do I think this small idea is on its way to becoming a successful program? Firstly, PACE met a need that the community had identified and were passionate about. Secondly, a strong successful partnership directed and supported the idea together as a team. Thirdly, the PACE concept is simple and easy but something that every driver can do.

Often in our jobs as health care providers, we do not see the difference we make in individual lives or to the health of a community. It was not until the launch was finished that realized that what the community of Portage had started with the PACE Car program really was a big deal. They had taken the theory of community development and primary prevention and put it into practice and I had been lucky enough to be part of it.

## Patient Safety Champions

Submitted by *Vicki Cote, Client Services Manager*

The CSR Department at the Portage District General Hospital was awarded the Patient Safety Champion Oct 6th for showing their dedication to patient safety by their recent completion of the Medical Device Reprocessing Certificate.





# THE CENTRAL SERVICE ASSOCIATION OF ONTARIO MEDICAL DEVICE REPROCESSING TECHNIQUES COURSE

*Offered by the Central Service Association of Ontario*

*Submitted by: Kim Dyck, Staff Development/Infection Control*



"The C.S.A.O. Medical Device Reprocessing Techniques Course provides information to support Central Sterile Reprocessing (CSR) staff members in their work in the field of reprocessing. The information required by staff to ensure their safety and the patient's safety within healthcare organizations is expanding, as new antibiotic resistant micro-organisms become more prevalent in our society. Staff require in depth understanding of the principles of decontamination, assembly and sterilization to function effectively, to reduce risk to themselves and the patients. They need to have a basis for critical decision-making when unusual incidents occur."

As a result of the Accreditation 2009 visit, it was recommended that RHA Central offer an approved accredited course to the employees of Central Region that work in the CSR departments. The C.S.A.O. instructor, Colleen Landers from Timmons, Ontario was contacted, and she was contracted to instruct the course September 16-19, 2010 in Winkler and Boundary Trails Health Centre. Letters were sent to the staff with reprocessing responsibilities and staff began to respond with applications for this course. Many of the people taking the course took a steady breath as they opened up their textbook/workbook and began their studies. By the time the deadline for applications rolled around we had 28 participants from

RHA Central while adding another 22 participants from the following Regional Health Authorities - Assiniboine, Burntwood Interlake, Norman, North Eastman, Parkland, South Eastman and Winnipeg.

Before the participants knew it, September 16 had arrived and they were greeted by their instructor on the first day of the course and reassured that, "Yes they could do this!" Colleen was an excellent instructor, answering questions with passion and confidence while adding case studies and real life experiences to engage all students. After three days of study and discussion, the Exam was written on September 19th. All of the hard work had paid off, everyone passed!

Special congratulations to our Central Region Staff. They are Donna Ducharme, Kim Dyck, Susan Enns, Cherry Evangelista, Beth Faux, Barbara Fehr, Laura Fehr, Jeannette Fouasse, Mary Anne Friesen, Maureen Gamache, Christina Giesbrecht, Martha Janzen, Dora Klassen, Marie Klassen, Marion Klassen, Shauna Klassen, Judy Knox, Judi Linden, Betty Loewen, Brenda Lyon, Dellance McFarlane, Tina Quiring, Debbie Reimer, Betty Thiessen, Sandra Unra, Eileen Vodden, Monica Wiebe and Tina Wiebe.

## Boundary Trails Health Centre (BTHC) holds 3<sup>rd</sup> Annual Critical Care Education Day

*Submitted by: Laurel Leonard, CSM - Critical Care*

Approximately 60 staff attended the 3<sup>rd</sup> annual "Critical Care Education Day" on Friday, October 29, 2010 at BTHC. Topics included: Non-opioid medications for neuropathic pain, Guillain-Barre Syndrome, Rhabdomyolysis, Head injuries, and an interactive SIMMAN demonstration. A huge thank-you to our presenters, Dr. Cornie Woelk, Dr. Ganesan Abbu, Dr. Joe Lines, Dr. Kevin Convery, Faye Miller-Cudmore (CRN), and Craig Doell (RT). We are very excited about the response to our annual event, and are very grateful for the dedicated staff who volunteer their time to attend. We are also very fortunate to have so many Physicians and other professionals who are willing to take time from their busy days to provide us with great presentations each year.



## Do you work with volunteers? If so, save the date!

Manitoba Association for Volunteer Administration (MAVA) invites you to attend:

"Growing the Future" the 2011 MAVA Conference on May 12 (reception) & 13, 2011 at the Clarion Hotel, Winnipeg, MB.

Join us for a full day conference as we explore new approaches to managing diversity in the volunteer market, boomer volunteering, the latest trends and research out of Volunteer Canada and much more!

MAVA is pleased to welcome Ruth McKenzie, President of Volunteer Canada and Senator Sharon Carstairs. Special guest, The Honorable Kerri Irvin-Ross, Minister of Housing and Community Development will join us for lunch to present MAVA's Outstanding Service Award for Leadership of Volunteers.

## World Spirometry Day

*Submitted by: Dianna Meseyton-Neufeld  
Healthy Living Program Facilitator*

The first ever World Spirometry Day was held Oct. 14 2010. In conjunction with Public Health's Portage Flu Clinic, Manitoba Lung offered free spirometry testing and information about lung health and smoking cessation to the public.

Spirometry testing measures forced vital capacity (largest amount of air that you can breath out after your biggest breath in) and forced expiratory volume (the amount of air you can force out in 1 second) This test can detect asthma, COPD, determine if current treatment for these conditions are working and check the current condition of your lungs.

During the day 29 people took advantage of the testing while others picked up information at the display table. Thank you to Manitoba Lung for coming and providing this service to our community.

## French Language Training \* Winter Session \*

*Submitted by: Lorraine Grenier, French Language Services & Corporate Communications*

Would you be interested in taking a French Language training course via Telehealth ... or in Winnipeg? Perhaps you'd like to improve your French... or even continue your current training?

If so, please contact Lynn Dacquay by **December 6** at 248-7250 or [ldacquay@rha-central.mb.ca](mailto:ldacquay@rha-central.mb.ca) with your

- ▶ Name
- ▶ Home Phone #
- ▶ Alternate #
- ▶ E-mail Address



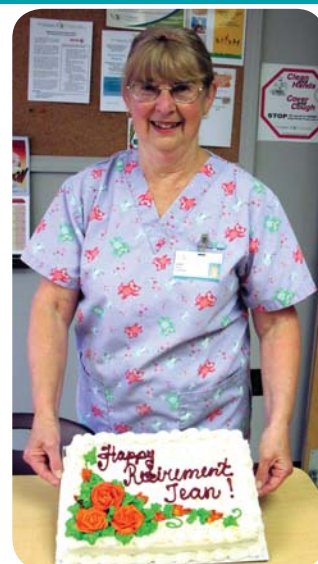
The *Collège universitaire de Saint-Boniface* will then contact you by phone to assess your language level. Depending on demand, we will then provide you with training options/dates and you can decide whether you want to register.

We look forward to hearing from you!

## Happy Retirement Jean LeRoux!

*Submitted by Mona Spencer, Director Health Services - St. Claude & Area*

After 33 years of service, Jean LeRoux, Head Cook at the St. Claude Health Centre, has decided to hang up her hair net and her apron. Jean's last day of work was on September 23rd. The staff and residents at the St. Claude Health Centre wish Jean a happy retirement!





## The Provincial Nurses Recruitment and Retention Fund



The Provincial Nurses Recruitment and Retention Fund Committee has approved our region for another single payment for the 2010-11 fiscal year. The Central Region Recruitment and Retention Continuing Education Committee (R & R Committee) has met to discuss the distribution of these funds to Central Region Nurses. The Committee has determined that the payment will allow monies to be accessed by individual nurses (RN, RPN, RN (EP), LPN, first level nurse manager).

- Only those requests for course / workshops retroactive to April 1st, 2010 and to the end of March 31st, 2011 will be considered.
- There is to be only One (1) request for funding per nurse to a maximum amount of \$450.
- Where applicable, utilization of MNU education development allowance must be accessed for courses before considering using R and R monies toward registration/ tuition fees.
- All fully completed requests for funding must be forwarded to the Regional Office located in Morden. Incomplete Requests will not be considered.

The R and R Committee requests that the completed forms be sent to the Regional Office located in Morden. Committee meeting dates will be announced.

If you have any questions, please feel free to contact Donna McKenzie, RN, Portage District General Hospital at 204 239-2211 or Kim Dyck, RN, Regional Director, Staff Development/ Infection Prevention and Control at 204 822-2652.

## Canadian Blood Services asks Portage and area residents to make blood donation a priority this holiday season ...

If you think it's inconvenient to give blood during the holidays, imagine how inconvenient it is to need blood during the holidays.

The need for blood doesn't take a holiday break. Blood is used everyday to treat patients with bleeding disorders, individuals undergoing surgery, transplant recipients, cancer patients, trauma patients such as collision victims, newborn babies and many others.

Share the greatest gift this holiday season - the gift of good health. Call to make an appointment for the upcoming clinics:

Tuesday, November 30 at Portage Alliance Church from 12:30 - 3:30 & 5:00 -8:00 p.m.  
Tuesday, December 28 at Portage Alliance Church from 12:30 - 3:30 & 5:00 -8:00 p.m.

Call now - 1 888 2 DONATE (1 888 236 6283) for an appointment or for further information.

Canadian Blood Services wishes all a happy holiday season and a prosperous and healthy New Year.

Every donor that attends this clinic can save up to three lives, so everything you do to encourage others to donate makes a difference. Thank you for your continued support, and best wishes to all this holiday season.





# MANITOBA INSTITUTE FOR PATIENT SAFETY

## What's New at MIPS

*Submitted by: Marlene Van Helden, Consultant, MIPS*

In early November, the Manitoba Institute for Patient Safety (MIPS) launched "*Learn to Be Safe*", five animated patient safety videos on the Global and CTV networks. Each video delivers a focused patient safety message that builds on MIPS's *It's Safe to Ask* Initiative.

The videos are available through the regional contacts of the Quality and Risk Management Network.

They can also be previewed on [www.safetoask.ca](http://www.safetoask.ca). "We produced the videos because it was important to encourage Manitobans to feel empowered to be active partners in their healthcare," said Kim Poppel, Chair of the Institute's Patient Advisory Council (M-PAC). "Good communication improves patient safety."

MIPS Patient Advisory Committee is Seeking New Members.

MIPS is seeking individuals to sit on its Patient Advisory Committee (M-PAC). Volunteer membership offers many rewards including the opportunity to make a positive difference. Previous health care training or experience is not required. (Travel expenses are covered.)

M-PAC, a community-based advisory group, advises MIPS's Board of Directors on various patient safety matters from the consumer's perspective. M-PAC meets up to three times per year. Members also participate in discussion forums, MIPS's Annual General Meeting and other patient safety events.

If you know of someone who . . .

- Is interested in promoting patient safety in Manitoba, and
- Is willing to share ideas and solutions for safer health care in our province,

please have them call the MIPS office at: 927-6477 or toll free at: 1-866-927-6477 by December 15<sup>th</sup>.

For more information on patient safety matters and MIPS, go to: [www.mbips.ca](http://www.mbips.ca), and [www.safetoask.ca](http://www.safetoask.ca). The site offers helpful links to world-wide patient safety information and tools.

**Patient Safety is everyone's business!**





# 4-Day French Immersion Program - February, 2011

*Submitted by: Lorraine Grenier, French Language Services & Corporate Communications*

The *Conseil communauté en santé du Manitoba (CCS)* is offering a 4-day French language immersion program to RHA Central staff who wish to improve their proficiency in French. The program will be held at the *Collège universitaire de Saint-Boniface* from February 22 to 25, 2011 inclusively. Classroom hours are from 8:30 am to 4:30 pm.

This immersion program is being provided free of charge by the CCS. Included in the program are 3 meals and 2 evenings of socio-cultural activities. Accommodations in Winnipeg, if required, do not form part of this offer. Employees are responsible for booking for their own accommodation as well as all costs associated with same.

The CCS is currently accepting registrations for all levels, however there are a limited number of spots available.

Interested employees should contact Lynn Dacquay for a registration form ([ldacquay@rha-central.mb.ca](mailto:ldacquay@rha-central.mb.ca) or call 248-7250); duly-completed forms must be returned to Lynn by **November 29**. Employees accepted into this program will be contacted for a placement interview. The CCS reserves the right to accept or reject French language training requests.

Thank you for your interest! Merci!!!!



The **EcoCalendar** helps promote and encourage sustainable behaviour among Manitobans and has proven to be extremely popular with the public. A sample of the 2010 calendar is posted on [www.greenmanitoba.ca](http://www.greenmanitoba.ca) for viewing purposes.

This 12-month wall calendar will again feature practical, no or low-cost measures that can be taken by Manitobans everywhere to adopt healthier lifestyles and to live greener. It will highlight ways to save money and protect the environment at home, work and school.

If you are interested, contact Lynn Dacquay at 248-7250 or by email at [ldacquay@rha-central.mb.ca](mailto:ldacquay@rha-central.mb.ca) **before Dec. 1st.**



## George

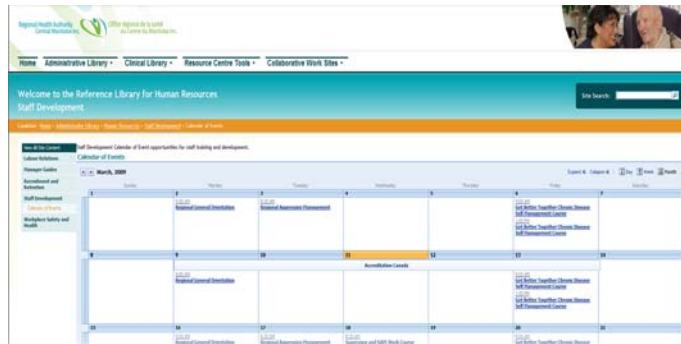
George and the Rehab Staff reminds everyone for the upcoming festive season, to Drink and Drive responsibly or plan for a Designated Driver.



## Mark your Calendars!

also available online at:

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



- Nov 29 Regional Aggression Management (RAM) - Tabor Home  
RAM - MacGregor
- Nov 30 Root Cause Analysis (Regional) - Portage District General Hospital (PDGH)
- Dec 3 **Deadline As a matter of Fact**  
Root Cause Analysis (Regional) - Ian Morris Carman
- Dec 7 Aggression Management - Rock Lake Hospital  
Clients Come First: Fostering an Atmosphere of Care and Support - Lions Prairie Manor
- Dec 8 Food Handler Training Certificate Level I - RHA Morden
- Dec 10 Aggression Management - Portage District General Hospital
- Dec 13-14 Safe Client Handling & Injury Prevention Peer Leader Training - Boundary Trails Health Centre
- Dec 16 Root Cause Analysis (Regional) - Salem Home Inc.
- Dec 21 BLS Re-registration - Rock Lake Hospital

2011

- Jan 10 SCHIPP Refresher - Boundary Trails Health Centre
- Jan 11 SCHIPP Refresher - Boundary Trails Health Centre
- Jan 11-12 Advanced Cardiac Life Support (ACLS) - Portage District General Hospital

## 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.

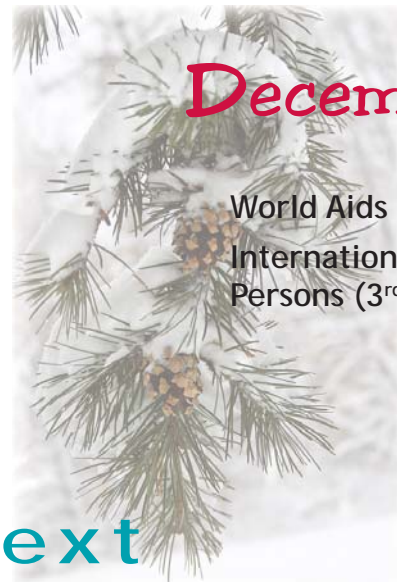
Leaving your name is optional. Response may be followed up in compliance with FIPPA



## December is ...

World Aids Day (1<sup>st</sup>)

International Day of Disabled Persons (3<sup>rd</sup>)



## Next Issue!

will be published the week of **December 13, 2010**

Deadline for submissions will be

**December 3<sup>rd</sup>, 2010!**

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

Contact us by email at:

[kcrocker@rha-central.mb.ca](mailto:kcrocker@rha-central.mb.ca)

Kristine Crocker, Communications & Website Specialist

or by mail/phone/fax at:

Notre Dame Regional Office, P.O. Box 190

Notre Dame de Lourdes, MB R0G 1M0

Tel#: 204-248-7252 -- Fax#: 204-248-7255





## PURSUING EXCELLENCE LEAN TRAINING

### *Expression of Interest for RHA Central Staff & Physicians*

The Manitoba Patient Access Network (MPAN) is offering RHAs an opportunity to partake in a process improvement training event called 'Pursuing Excellence'. Based on the Lean Six Sigma process, this experiential training experience is intended to provide participants with the skills and tools necessary to implement a small scale project or "Rapid Improvement Event (RIE)" in the Region.

RHA Central can have up to 3 project teams chosen to participate in a two-day intense training session planned for **February 14 and 15, 2011** in Central Region. Once the teams have completed their training, they are expected to go back into their areas and apply what they have learned over the next 120-days (a project cycle) with the guidance and assistance of a mentor. This will be followed by another two rounds of short educational sessions during the 120-day project term.

This is about identifying areas of waste (see on reverse of this page) and creating efficiencies. There is no budget. If you have a process improvement project in mind and would be interested in participating in the training experience, we invite you to submit an expression of interest for a project. The submission should include the following:

- Project Title:
- Project Description:
- How this project will make a difference in Central Region:
- Team members suggested (include names and position) and think of people that represent a broad spectrum of roles that "touch" the process. i.e. someone who is affected by or can change the outcome of that process.

Submit your Expression of Interest to Jane Saunders: [jsaunders@rha-central.mb.ca](mailto:jsaunders@rha-central.mb.ca) by **Friday, December 10, 2010**, identifying "**Lean Training**" in the subject line.

The Selection Panel will make its selection through a combination of reviewing all Expressions of Interest received and an exploration of feasibility of participation by team members.

*Selected candidates may be asked to share learnings both formally and informally with colleagues. As well MPAN may request various initiatives to present to MPAN at an upcoming meeting and would encourage presentations, participation, and award nominations for 2011 Health Innovations conference/awards.*



# The 8 Wastes

One of the first steps in your Lean journey is to start to be able to “see” the waste in the processes you are working on improving. Waste is defined as anything that does not add value from the customer’s (patient’s) perspective. This is broken down a little further by identifying type one and two wastes.

**Type I Waste** – adds no value and can be eliminated immediately – e.g. extra walking, redundant paperwork.

**Type II Waste** – adds no value from the patient’s viewpoint but is necessary for proper operations  
e.g. calibration of equipment.

The 8 wastes are:

**Defects**—Work or services that are not completed correctly the first time.  
e.g. medication error or wrong meal delivered to patient.

**Overproduction**—Producing more than what is required to complete the task.  
e.g. stocking the shelves with extra supplies making it difficult to find what you are looking for. Ordering an MRI in addition to an X-ray, when an X-ray is all that is needed.

**Waiting**—Idle time when material, information, people, or equipment is waiting.  
e.g. inpatients waiting for diagnostic imaging causing their LOS to increase.

**Non-utilized Talent**—Not using all the skills of the employees.  
e.g. RN spending time writing the same information in five locations.

**Transportation**—Moving equipment, supplies, patients or information from place to place.  
e.g. taking IV pumps back and forth through the unit.

**Inventory**—More material, supplies, equipment, parts on hand than what is needed. Oversupply requires extra space, and purchasing supplies that never get used, or expire, wastes resources that could be better spent for value-added care.  
e.g. 10 styles of gloves when the staff on the unit only use four styles.

**Motion**—Unnecessary movement by employees to complete an activity, including walking. Note: walking by yourself is motion waste, while walking with equipment is transportation waste.

**Extra Processing**—Adding more work than is required by the patient.  
e.g. redundant paperwork.

An easy way to remember the eight wastes are by remembering the acronym:

**DOWNTIME**

DEFINE

IMPROVE