

Spirit of Mamawetan

Volume 2, Issue 5

Together in Wellness

December 22, 2009



New employees

Welcome to new employees who have joined the health region in September, October and November. Positions are based in La Ronge, unless specified.

Andrew McLetchie,
Director of Integrated
Health Services
Jennifer Banting, Special
Care Aide/Home Health
Aide, Creighton
Jessica Charles, Unit
Clerk
Jon Schmid, Primary Care
Nurse, Pinehouse
**Kristy Charles, Rachael
Andrews & Bonnie Cloak**
SCA/HHA
Ken Samoleski,
Maintenance Services
Worker
**Sandra Hastings,
Sharon Barr, and
Shelly Natomagan**,
Environmental Services
Workers
**Kim Opikokew & Alex
Van Meppelen**, IT
Technicians
Renee Ross, Dental
Therapist, Creighton
Amanda Nelson, Nurse A,
Acute Care

2009 Reflections

by Kathy Chisholm, CEO

As I sit down to write a few words here, I have just completed some work related to the strategic plan for our health region for 2009/10. I must admit my mind is more tuned in to thinking ahead than looking back. However, in looking back, in reflecting, we can often see more clearly the path we must take in moving forward. So, with my cup of Candy Cane tea in hand and a few moments to settle my thoughts, I begin.

My first thought about 2009 is WOW! Where did the time go? It seems like only yesterday that we were working steadfastly to complete the requirements for accreditation – our focus and attention on putting in place standards of care that are as good as anywhere in this country. And we did it! And our journey continues.

In looking back, I think of so many things that have happened this year and to begin naming them runs the risk of failing to mention other important work within the region. However, I will name some of them to simply show the breadth and depth of what we achieve.

In 2009, we had a new Board appointed with half the Board being returning members and half of the Board being new members. This meant developing an orientation manual to the region for the Board and working with them as they learned and re-learned about the programs and the functions of the region. One of their first orders of business was to ratify the good work done by the previous Board on revision of the Mission, Vision and Values for the organization.

Staff in Facilities and Operations, and in Sandy Bay and Pinehouse, have been working diligently with Saskatchewan Property Management on extensive renovations and upgrades to those buildings to "refresh" the buildings to meet health standards and increase effectiveness of work spaces.

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Chalsey Klassen, Health Information Management Coordinator, captured her reflection on camera while skating on Potato Lake.

Connie McGregor,
Primary Care Nurse
Manager
John Prokopchuk,
Physical Therapist
Johanna Melchiore,
Receptionist/Office
Assistant
Rebecca Boire, Senior
Assistant, Acute Care
Penny Jack-Frazier,
Social Worker

We look forward to working with you.

New Canadians

Congratulations to Janice and James De la Pena who recently obtained their Canadian citizenship in a ceremony in Saskatoon. A small celebration in their honour was held at the La Ronge Health Centre, complete with cake and a rousing rendition of "O Canada". James is our Physiotherapy Assistant; Janice provides Pharmacy Technician services through a contract with Medi-Cross Pharmasave.



CEO's 2009 Reflections (continued from page 1)

I think back to the tragic apartment fire in La Ronge that occurred in the spring. Emergency response to this situation by our acute care staff, physicians and other program staff who responded to our emergency phone fan out demonstrated that our systems do work and as a region we pull together to respond to a crisis.

There was, of course, the recent extended power outage in La Ronge during one of the coldest days of the year. I was fortunate in that I was on the road that day and staying warm. I have heard nothing but good reports about how the health centre building systems were maintained and how home care clients were brought in to stay warm and get a hot meal – or two. Again, staff pulled together to make it happen.

2009 saw our primary health care team receive the SRNA Granger Campbell award for Clinical Excellence! A great achievement - a team achievement.

There is excellent work being done in the area of health promotion including activities around National Addictions Awareness Week; Camp Healthy Bear; Babies, Books and Bonding and the partnership with Northern Lights & Creighton School Divisions on 40 Developmental Assets. This final collaboration will result in data being collected that will enable us to work with the school divisions to deliver programs and services to support children and youth to become resilient, healthy adults.



Reflecting on 2009 is not complete without mentioning H1N1. Years of planning positioned us well to respond to this pandemic. There was the initial response in the spring, but there was the intense, extended work over the summer and through the fall as we readied and responded to the second wave of this global flu. Supplies were in place; surveillance was conducted; staff responded tremendously to educating themselves

and their clients about this illness; to being fit tested; to availing themselves of immunization and to practising sound infection control procedures. Then, of course, there were the public mass immunization clinics. These were led by our public health staff and soundly supported by staff from other programs who assisted with flow management; ensuring public health nurses had access to nutrition throughout the long days; placing advertisements throughout the communities, and the list goes on. A staff member in one of our smaller communities said this was the best team building activity ever! The public have remarked on the efficiency and professionalism demonstrated. Again, this demonstrates our ability to come together – to work together in wellness.

As always, there is the continuing day to day work of the health region – the detox clients who receive services to help them regain a healthier lifestyle; the long term care residents to whom our facility is their home; the staff who provide support to programs through making appointments, answering phones, directing clients; human resources who ensure we are paid and administrative staff who keep our finances in order and so on and so on and so on....

2009 saw the Patient First Review commissioned by the province. Through our advocacy efforts we were successful in getting consultations for this review extended into some smaller communities within our region to ensure the northern voice was indeed heard. This review and the subsequent report "For Patients' Sake" sets the stage for what lies ahead in 2010. The message we need to keep in mind coming out of this report is, and I quote from the report, "those associated with health care must renew their commitment to putting the patient first."

So what lies ahead in 2010?

The Board recently did significant work on their 3 year Strategic Plan - their plan for change for the health region. Over the early weeks of 2010, our Board chair, Joe Hordyski, and I will be visiting regional work locations to share this plan. In keeping with the results from the Patient First Review and with our

Accountability relationship with the Ministry of Health, we will be expanding our efforts at hearing the voice of the customer – our clients. We will also be developing clear information and orientation to customer service expectations for our region. This will be reflective of our mission, vision and values which must become living foundations for all that we do.

We will continue to solidify the current programs and services that we provide. We will continue our work on maintaining our accreditation status. We will continue our efforts at establishing and maintaining safe, respectful workplaces committed to, and reflective of, our mission, vision and values.

Years ago, programs and services were delivered by the northern branch of Saskatchewan Health. One time a staff member posted a sign above the coffee maker. It said:

TEAM – Together Everyone Achieves More

I believe the accomplishments of 2009 speak to TEAM!

As we look back and reflect on our work, it is an opportunity to learn. We must seek to continuously improve, and we must seek to ensure everything we do puts the patient first. We must continue to respect what each of us brings to the workplace and the role each and every one of us has in providing quality service to the residents of this region. We must share our experiences with others so they may learn as well.

It is a privilege to work with all of you and it is with pride that I report to colleagues throughout the province about what this region has accomplished through your efforts and commitment.

I hope this Christmas season is a good one for you and affords you the opportunity to spend time with family and friends. I hope you are able to sit back with a cup of "tea" and reflect on the past year and consider with pride the contributions you have made to "working together in wellness to promote, enhance and maintain quality of life."

Merry Christmas and best wishes for a healthy, happy New Year!

Strategic Planning Retreat



Board members and the Executive Team of the health region spent two days in Waskesiu, in Prince Albert National Park, at the end of October doing strategic planning for the next three years. The sessions were facilitated by consultant Laura Soparlo; administrative support was provided by Kim Vancoughnett. The resulting plan will be shared with staff throughout the region early in the New Year.

Diabetes prevention in the community

Submitted by Jacquie Hakes



Shannon McKay, on graduation day, with Jacquie Hakes. Manager of Health Promotion Services.

In September, 2008, Mary Maurice (Community Health Educator, Pinehouse) and Shannon McKay (Office Clerk, Sandy Bay) prepared applications for, and were selected to participate in a nine month Community Diabetes Prevention Worker program. The program was funded through a contribution agreement from First Nations Inuit Health Branch - Aboriginal

Instruction modules included, but were not limited to: medicine wheel facilitator training; an overview and orientation of diabetes; nutrition in diabetes prevention and management; motivating the community; planning a diabetes program; and impacts of diabetes on the family and healthy meals.

Congratulations to both Shannon and Mary for successfully completing their certification. There is no doubt their increased knowledge base and capacity to assist and support local residents in the area of diabetes prevention and management will benefit their communities for years to come.

For more information on the Chronic Disease Network and Access Program, check out their on-line brochure at:

http://www.paqc.sk.ca/depts/health/CDNAP_Brochure.pdf



Mary Maurice completed the Community Diabetes Prevention Worker program.

Diabetes Initiative and the support and collaboration of the Chronic Disease Network and Access Program (CDNAP). This program was delivered in a diverse learning format including distance and classroom components which were offered once a month in Prince Albert.

H1N1 vaccine clinics—a team effort



Babies are a gift

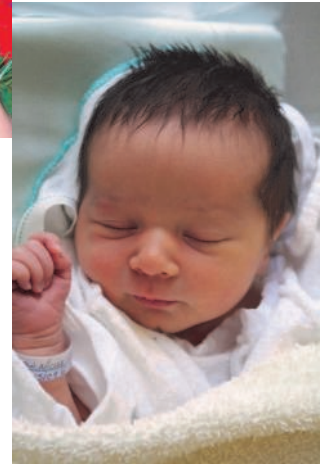
Below: Abby Margaret Ricklefs, born September 8, 2009, to Shala & Paul Ricklefs. Big brother, Ben.



Above: Danec Garrett Lewis Wilson, born December 2, 2009, to Rob and Jody Wilson. Big brother, Caden.

Congratulations!

Below: Ivy Beaudin, born October 15, 2009, to Donovan and Nikki Beaudin. Big sister, Vega.



Accreditation– where we've been & next steps

Accreditation is described as a continual process that organizations use to evaluate and improve the quality of their services. This is carried out by involving all employees in examining activities and services against standards that have been developed based on best practice and making improvements in areas that require enhancement. Accreditation is not a project or something we do once every three years when the surveyors visit, but rather it is an ongoing process built in to our day to day activities in which all employees make improvements and changes.

Since 2007, MCRHR has undertaken significant work to meet Accreditation Canada's standards and required organizational practices. Largely the focus of this work has been around keeping our clients, patients and residents safe through changes in our processes such as reconciling client's medications at admission, increasing patient safety information and education and clarifying roles and responsibilities for patient safety to name a few.

Starting in January 2010 and throughout all of next year, we will be gathering information from employees across the organization as to what they feel we are doing well and areas they have identified as challenging or needing improvement. This information will be gathered by using online survey self assessment questionnaires and instruments which are tabulated by Accreditation Canada and rolled into reports and roadmaps for the organization to use in planning improvement activities. To explain this a bit further, most areas of the organization will have a corresponding set of standards that it will be expected to meet, i.e. Acute Care will follow Medicine Services Standards and the Mental Health group will use the Mental Health Standards. For each standard section there will be a corresponding self assessment questionnaire available for employees working in that area to fill out. The dates for these self assessment questionnaires will be determined early in the new year.

Second to this are the patient safety & worklife pulse instruments which are two other surveys that employees fill out to provide feedback. These will show how employees feel the organization is doing in the way we keep our patients/clients/residents safe and what employees feel about their work environment and worklife balance. The Worklife Pulse Instrument Survey will be conducted from January 18th – February 12th. The Patient Safety Survey will be conducted in the month of March. More information will be provided over the next few weeks as to how and when employees can access these.

All employees are strongly encouraged to fill out the instruments and self assessment surveys; we cannot make improvements in areas of challenge if we are not aware of what the issues are!!

For more information please contact Cindy Greuel at 425-4823.

Service of Remembrance



"In light, let us draw near to the Spirit of compassion, comfort, and peace, to give thanks, to mourn, and to remember our brothers and sisters who were our neighbours in Long Term Care and who have died in the past months."

These words are taken from the beginning of a service of remembrance held in September at Nikinan, the long term care residence at the La Ronge Health Centre. Minister Heather Wyatt of the United Church, and a member of the La Ronge Ministerial Association, presided.

"In the darkness caused by sadness, the love and grace of our Creator God causes light to shine."

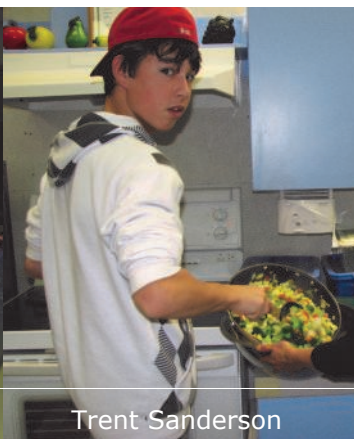
The lighting of candles, scripture readings, prayers and songs, along with the reading of the names of those deceased, provided residents and staff with an opportunity to grieve their loss, and to be comforted.

"O holy and life-giving One, let us know that you are with us as we gather to renew our hearts and minds in the goodness of your love, in the peace of your Spirit, and in the hope of life everlasting. Amen."

Protein power



Hertha Lariviere



Trent Sanderson



Shawn Lariviere



Glenda Garcia

This fall, dietitian Glenda Garcia offered healthy cooking classes at Gordon Denny Community School in Air Ronge. She intrigued participants with the title: *Vegetables, Grains & Legumes: Beefing up the protein without the meat!*

The sessions were open to the public and attracted a broad cross-section of the community.

After an informative presentation, she got everyone involved with chopping, cooking, stirring, and eating!

You can enjoy this colourful chickpea and rice medley, too.

In 2 tbsp. of oil (sesame, canola or olive), sauté the following vegetables over medium heat until tender:

- 1 cup diced onion
- 1 cup diced carrot
- 1 cup diced parsnip or turnip
- 1 cup diced red & green peppers
- 1 cup cut up broccoli & cauliflower
- 1 cup diced celery
- 1 cup diced zucchini

Add 2 cups cooked wild rice or brown rice (or a combination of both)

and 1 can (540 ml) drained chickpeas or 2 cups cooked chickpeas.

Continue to heat gently until rice and chickpeas are warm.

Sprinkle with 1/4 cup sesame seeds and 2 tbsp. oregano (or other preferred herb). Serve and enjoy.

Did you know...?

1 cup cooked chickpeas contains 14 grams of protein; 1 cup wild rice has 7 and brown rice has 5. For a complete protein source, it is important to pair grains and legumes or nuts together in a meal.

Working in partnership

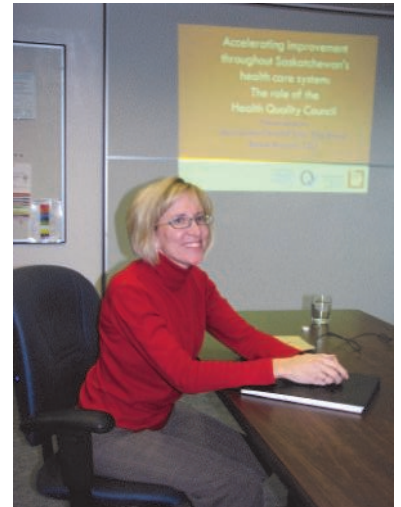


Back row, l. to r. (names of LLRIB Health Board members **bolded**): Leon Charles, Al Rivard, **Clifford McKenzie, Miles Ratt, Don Mirasty,** Ron Woytowich; Middle row: Joe Hordyski, Josie Searson, Louise Wiens, **Georgina Halkett, Faye Charles** Front row: Kathy Chisholm, Mary Carlson

Members of the Lac La Ronge Indian Band Health Board, along with their Health Director, Mary Carlson, met with members of the Mamawetan Churchill River Regional Health Authority, and Chief Executive Officer, Kathy Chisholm, at the November MCRRA Board meeting.

The two boards discussed areas of mutual interest, and look forward to collaborating with each other on a continuing basis.

The November agenda also included a presentation by **Bonnie Brossart** (right), the Chief Executive Officer of the Health Quality Council of Saskatchewan. She described the Council's role in accelerating improvement throughout Saskatchewan's health care system.



Her visit to the region included a stop at the Pinehouse Health Centre.

Everyone loves a party



Clearly not afraid of spiders, Evelyn Rogers (left) and Winnie Phillips, dressed in costume, help themselves to cake at a Hallowe'en Party held in Nikinan at the La Ronge Health Centre—a chance for volunteers, clients, residents and staff to enjoy some fun!



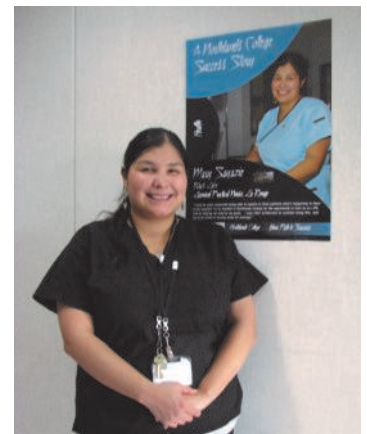
Poster pose

Mary Sayazie is originally from Black Lake. Now, she is a Licensed Practical Nurse at the La Ronge Health Centre.

This year, she was selected by Northlands College to appear on one of their series of posters featuring college success stories.

Besides her photograph, the poster includes this quote from Mary:

"I love my work, especially being able to explain to Dené patients what's happening to them in the hospital! I'm so thankful to Northlands College for the opportunity to train as an LPN, and for helping me achieve my goals. I urge other northerners to consider doing this, and not to be afraid of leaving home for training!"





Couch to 5 km

They started running in the "Couch to 5 km" program that was offered at the La Ronge Health Centre during noon hours this past summer. In September, (left to right) Amanda Mayotte, Krista Funk, Dorla Watt and Janet Gray participated in the Outter Limits Fun Run at Elk Ridge. They met their goal and finished the 5 km run with a time that they were very happy with. It was a great day for a run on a beautiful course. Congratulations!

Helen Croissant was the winner of the Health Risk Assessment Elk Ridge Resort prize package. She had a grand time and says "Thanks!" to the Health Promotion Team.

Bragging rights



A Blind Volleyball Tournament is one of the highlights of National Addictions Awareness Week in La Ronge. This year, the health region entered two teams comprised of staff and friends: the Sanitizers and the Lifesavers. A total of seven teams competed and the Lifesavers took home the trophy!

The team (right) consisted of (front row, left to right): Kim Vancoughnett, Ruth Bacon, Karla Fraser; (back row, left to right): Fernando Tendido, Andrew McLetchie, and Dan Chegus. Way to go—to all participants!

Preparing for clinical ethics consultations

Submitted by Cindy Greuel on behalf of the Ethics Committee

As part of the Ethics Committee preparation to provide clinical ethics consultations within the health region, teams of four to five members have been developed within the Ethics committee.

These small consultation teams are currently undergoing mock consultations within the larger committee structure to practice their consulting skills using a decision making framework, developing tools and evaluate these processes.

Mock Consultation

A mock consultation was held to look at a situation where a Mental Health Worker was called by an emergency department physician to do a suicide risk assessment on a 20 year old young man. After the assessment was completed the Mental Health Worker informed the physician and nursing staff that the young man was at high risk for suicide if the health centre was unable to provide a safe environment for him for the night, (with the intention of seeking further supports in the morning). The Physician refused to admit him to hospital. The Mental Health Worker believes that if we send this young man away, we would be placing him at great risk for suicide.

Lessons Learned

Some of the lessons learned from this mock consultation were:

1. Each member of the consulting team needs to come into the process with an open mind and try not to make pre-judgements about the situation or the client. Prejudgements lead to the team member not listening to the other participants in order to gain all the facts in the situation.
2. Each team member needs to meet prior to starting the consultation process to ensure the team asks the right questions to get to the real ethical problem.
3. The consulting team must decide prior to the consultation what role the client, patient or family will play in the process, keeping in mind the psychological effects this may have on each individual. For instance in the case above, having the young man in the room during the consultation process may be harmful to him if he feels that he is not wanted, and therefore feels rejected.