



Our Vision: Healthiest people, healthiest communities, exceptional service.

BELIEVE! Region Targets \$200,000 for United Way

With a wave of a magic wand, the Saskatoon Health Region's 2008 [United Way Campaign](#) was launched at a meeting of out of scope employees on October 15.

Lorna Callbeck, the Health Region's Loaned Representative to the United Way of Saskatoon and Area, wove her magic to collect \$23,586 during the five-hour meeting.

The Health Region is looking for employee contributions totalling \$200,000 this year, up from last year's goal of \$150,000. "Thanks to the 5.6% of Health Region employees who participated, we made our fundraising goal last year," said Callbeck. "This year, we'll be looking for even greater employee participation. My job is to motivate and excite Health Region employees about supporting the great work done by United Way and the agencies that receive funding."

Callbeck sees her role as a way to enact the Health Region's values of respect, compassion, excellence, stewardship and collaboration. "I personally believe in the priorities that the United Way has identified: addressing the root causes of poverty and alleviating its impact; creating communities where everyone can participate fully; supporting access to literacy and skills training and creating opportunities for people to learn from each other; and creating a community where families feel safe. The United Way priorities are also well-matched to the

mission, vision and values of the Saskatoon Health Region. It's a perfect fit," she concluded.

Callbeck can arrange for speakers and presentations at events and meetings during the Campaign. "If a work unit or site is interested in learning more about one of the 34 community agencies that receive funding from the United Way, I can arrange for a speaker to talk about the agency and its work," said Callbeck.

Callbeck's three-month term with the campaign started on August 25. She'll return to her regular job as Manager of Volunteer Services at St. Paul's Hospital on December 8. The Health Region's campaign will run until November 28.

There will be several fundraising activities happening over the next few weeks. Check the [InfoNet](#) for details about events like 'Be Seen in Jeans' or the 'Ugliest Bridesmaid Dress Contest'. There will be a Halloween dance on Friday, October 31 at the Army and Navy Veteran's Club (359-1st Avenue North) with live music by the U of S House Band. The cost is \$15 per ticket.



Lorna Callbeck, the Saskatoon Health Region Loaned Rep to the United Way Campaign, waves her magic wand to launch this year's campaign. She'll be visiting facilities and sites throughout the Region to promote employee participation in this year's campaign.

Call 975-0749 for more information, visit the [InfoNet](#) or the [Saskatoon United Way Campaign](#) website.

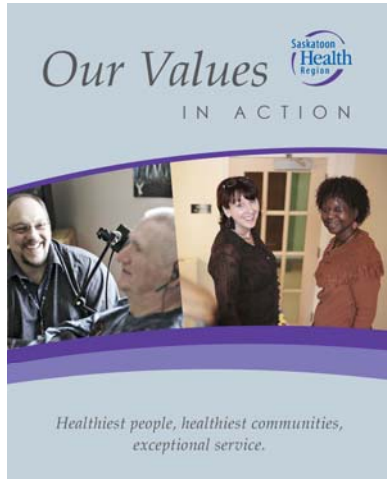
Why United Way? Because it's where you live.

Be a part of the magic! Complete your pledge form and return it to the SHR Payroll Department.

Inside this issue:

Our Values in Action Launched	2	Mother Sees Daughter Married Thanks to RUH Staff	6
A Minute with Maura	3	CMA Confirms Saskatoon Physician as President-elect	7
Group Celebrates 20 Years	4	I got one! Employee Influenza Immunization	8

Our Values in Action Launched



There was standing room only in the Rependa Auditorium at the official launch of *Our Values in Action* on October 14.

More than 200 employees and physicians turned up to view "*The Renewal*," an inspiring video featuring hand ambassadors. Each of the more than 100 participating employees, physicians, patients and clients wrote a short message on their palm and displayed it to the camera. Powerful thoughts were expressed, like Dream; Dream Big; Be Kind; Care; Care for Yourself; Speak Up; Listen; I am Here; Together; Together We Can."

Following messages from Maura Davies, President and CEO, and Bonnie

Blakley, VP People Strategies, hand ambassadors Janine Possberg, Senior Occupational Therapist and Mark Dahlgren, Care Team Manager, Parkridge Centre shared their thoughts, feelings and hopes around the *Our Values in Action* campaign.

Three hundred copies of the Region's new *Our Values in Action* booklet were distributed at the event.

The video was produced and directed by Warren Postlewaite, Respectful Workplace Advisor with People Strategies.



*Clockwise from top: Maura Davies, President and CEO; Janine Possberg, Senior Occupational Therapist and Mark Dahlgren, Care Team Manager, Parkridge Centre shared their thoughts about, hopes for and experiences with *Our Values in Action*.*



*Above: Full house at the SCH Rependa Auditorium. More than 200 employees attended the *Our Values in Action* launch event*



Left: Maura Davies, President and CEO; Douglas Finney, Board Member of the Saskatoon Regional Health Authority; Marnie Kovach, Administration; and Bonnie Blakley, VP People Strategies cut and serve cake for attendees. There were five cakes: one for each of the Region's values: respect, compassion, excellence, stewardship and collaboration.

Saskatoon City Hospital and Service Alignment

On October 1, consolidation of the SCH and SPH critical care units at SPH was achieved, thanks to the hard work of the planning team and the cooperation of nurses, physicians, other health professionals and support staff who agreed to relocate to SPH in order to serve their patients. In the week following this change, one SCH patient requiring critical care was successfully transferred to SPH, illustrating the effectiveness of our new transfer protocols.

The critical care merger is the latest step in our multi-phase, multi-year plan to realign acute care services in Saskatoon. Many staff, physicians and members of the public have requested more information about our plans for SCH. We are positioning SCH for the future, which is especially important as we prepare to celebrate SCH's 100th anniversary. I will share with you what we know and what we do not yet know about the future of SCH.

We know that:

- SCH will continue to be a busy, vibrant acute care hospital, now and in the future.
- We will fully use this relatively new, beautiful facility, optimizing space designed for direct patient care.
- All the operating rooms at SCH will be fully used. Over the next five years we will increase the percentage of day surgery cases (not requiring an overnight stay), making SCH the major centre for day surgery for our Region.
- Urology inpatient services at SCH will transfer to SPH early in 2009.
- Acute inpatient medical beds at SCH will transfer to SPH by spring 2009 (date to be confirmed by the planning team).
- Upon this move of medicine beds, inpatients awaiting long term care will be consolidated at SCH, until increased capacity can be developed in the community.
- Over the next 12 to 24 months, SCH will become the centre for inpatient care for complex medical patients who require a combination of acute and convalescent services not readily available on regular acute care units. Care for these complex patients (usually with multiple co-existing medical problems) will be provided by highly skilled interdisciplinary teams comprising physicians (specialists and family physicians), nurses, therapists (e.g. physiotherapists, occupational therapists and speech language pathologists) and other health professionals. Length of stay for these patients will be measured in weeks, rather than days.
- SCH will continue to be the centre for rehabilitation services and geriatric services.
- Inpatient mental health services at SCH and RUH will be consolidated in the new Dubé mental health centre in early 2010.
- The Emergency Department at SCH will continue to operate for at least the next five years, until a new, expanded Emergency Department is built at RUH as part of the new maternal child centre.
- We will continue to expand ambulatory care services at SCH. Over the next one to five years, SCH will become the major ambulatory care centre for the Region. Ambulatory care at SCH will be supported by state of the art medical imaging and other diagnostic services.
- SCH will be an innovation incubator, a site where we can develop and implement exciting



new approaches to patient care, including more client centred approaches to patient registration and scheduling.

- SCH will continue to be a teaching hospital. Accreditation programs for education of health professionals now require an emphasis on ambulatory care (including day surgery) and SCH will be an ideal site for this training.
- SCH will continue to have an important research role, building on current areas of expertise.

What we don't know yet:

- Further planning and consultation is needed to determine if SCH will provide some "urgent care" once the Emergency Department closes (after 2013).
- Upon transfer of acute inpatient medical beds from SCH to SPH, some intermediate care will be retained at SCH to support the inpatient surgical patients who may require a higher level of nursing and physician coverage. Consultation and planning with staff and physicians are underway to determine how best to deliver

(Continued on page 8)

Group Celebrates 20 Years of Providing Support

This year, the Community Services Women's Bereavement Group celebrated its Twentieth Anniversary. Eighteen past and present group members along with Social Work facilitators, representatives of SHR and supporting community organizations met for a program of reflection and refreshment at the Nutana Park Mennonite Church on September 24.

Past group members were thanked for their contributions and their role in teaching the facilitators about the meaning of life, love and relationship. Two reflected on their experiences as group members, while other past and present group members shared comments and questions during an open discussion.

The Bereavement Group started because recently widowed women were looking for supportive connections during a time of vulnerability and loss. Participants, then and now, look to connect with other women who have experienced similar losses, while recognizing that each loss is unique.

Since its inception, the Women's Bereavement Group service has grown to provide support to three closed groups of 10 women per year. There is

also a monthly drop-in group for women who have attended the closed group.

Luella Moore, Lois Chatterbok and Connie Gutwin talked about how the group started. Facilitators have included Connie Gutwin, Luella Moore, Lois Chatterbok, Denise Maurer, Anna Maria Buhr, Lorraine Marquis, Michelle Sims and Karen Hanke. Current group facilitators are Joan Hergott and Debra Down.

Anita Retzlaff shared her perspective as Minister of Nutana Park Mennonite Church, while Addie Loomes and Meredith Wild spoke on behalf of the SHR Palliative Care Program. Eleanor Edwards brought beautiful flowers and encouraging words. Margaret Woloshyn spoke on behalf of the SHR Social Work Department. Lorraine Marquis was the MC for the event, which was planned and produced by the current facilitators of the group and Community Living Social Work colleagues. Funding for the event was provided by the SHR Social Work Department.

From the group's beginning, Nutana Park Mennonite Church has donated space and kitchen facilities to the group. A very special thanks to the

Church for giving the Women's Bereavement Group a comfortable and welcoming space.

Special thanks to the Palliative Care Program for providing recently widowed women with information about the group. As well, Eleanor Edwards of the W.A. Edwards Family Centre has been a much appreciated community support.

Finally, thanks to the Palliative Care Program and the RUH Foundation for their funding, which has allowed the group to provide refreshments at each session, and to purchase necessary supplies and materials.

*Submitted by Lorraine Marquis,
Senior Social Worker,
Community Services*



e-connect: Telling our Stories

What is e-connect?

- **E-connect is Saskatoon Health Region's employee newsletter. E-connect publishes articles related to SHR's strategic directions.**
- **E-connect is e-mailed to all SHR e-mail users and is posted on SHR's external website.**
- **Please visit InfoNet to view our updated submission guidelines, new online submission form and new photograph consent form.**

How can we help you?

If you would like to:

- **add** your e-mail address to our distribution list,
- **submit** a news idea or article to e-connect, or
- **pass on** feedback or ask a question

Please e-mail:

econnect@saskatoonhealthregion.ca

“Wii” Really ARE the Champions!

It was a colossal battle that began with bagpipes and ended in victory for Saskatoon Regional Health Authority Chair Darlene Eberle and her partner Irene Hilchewich, a resident of St. Ann’s Home.

The two “athletes” took first place in a friendly “Wii” bowling tournament at Saskatoon Convalescent Home - a kick-off to Special Care Home Week (September 21 to 27, 2008). Even Justice Minister Don Morgan got in on the action, throwing a spare or two, after officially kicking off the games.

“The Wiis are a fun way for residents to get much-needed physical activity. It also enables them to participate in activities they once enjoyed,” said Doreen Worotniak, Recreation Coordinator for Saskatoon Convalescent Home. “One of our top athletes in the tournament is 88 years old and quite enjoys beating his grandkids at Wii bowling.”

The tournament was the end result of the generosity of a 10-year-old boy who donated his Wii, followed by community donations of \$2,600.

“We are so grateful for this gift. People often underestimate how invaluable donations such as this are and the difference these generous gifts make in our residents’ quality of life,” said Karen Knelsen, Saskatoon Convalescent Home Board Chair.

The goal is to raise awareness about the successes and challenges of living and working within special care



Teams L to R: Assistant Fire Chief Dan Paulsen and partner Roger Bishop, Sherbrooke Community Centre (second place); Mayor Don Atchison and his partner Hilma Glessing, Sherbrooke Community Centre (fourth place); Justice Minister Don Morgan; Darlene Eberle and partner Irene Hilchewich, St. Ann’s Home (first place) and Emcee Brent Loucks, NewsTalk 650 and his partner Cecil Fraser, Saskatoon Convalescent Home (third place).

homes.

“I am pleased to proclaim this Special Care Home Week on behalf of the Ministry of Health and the Government of Saskatchewan,” Health Minister Don McMorris said. “Special care homes are communities made up of residents, staff and volunteers. We want to recognize and thank all those people who help make special care homes quality places to live.”

“Our theme this year is ‘Special

Care Homes: Full of Life!’ We want to highlight all the wonderful things going on inside our special care homes and how we are creating a dynamic environment where people are excited to live, work and visit,” said Darlene Eberle, Saskatoon Regional Health Authority Chair.

The week was celebrated with a number of activities taking place in special care homes throughout Saskatoon Health Region.

Free Influenza Immunization Clinics Available NOW!

For more information about immunization and for locations of immunization clinics, visit the [Saskatoon Health Region website](#).

Mother Sees Daughter Married Thanks to RUH Staff

Darlene Phaneuf was in the RUH on October 4 – the day of her daughter’s wedding in Regina. Phaneuf was unable to attend because of her condition. Like any of us would be, she was devastated at the prospect of missing such an important event in her and her daughter’s lives.

Lindsay Fix, an RN on 6200 approached Clinical Coordinator Dolores Bayne, asking, “Is there something we do to help?” After following appropriate lines of communication, Bayne was directed to Telehealth to see if that service might help Phaneuf attend her daughter’s wedding.

Karin Diedrich-Closson and Jennifer Falastein, Telehealth Coordinators, said that using Telehealth would be difficult. They contacted Phaneuf family members in Saskatoon and Regina to problem-solve and find a way for Phaneuf to ‘attend’ her daughter’s wedding.

The solution was to use web cameras connected to a computer. “We worked with the family to get a computer and webcam set up at the

wedding in Regina. With computers and web-cams tested and ready to go on either end, Phaneuf was able to attend her daughter’s wedding,” said Falastein.

That wasn’t all that staff at RUH did for the mother of the bride. They decorated the room where the computer was set up. Bayne arranged for Jessica Sevigny, a staff member who had formerly worked as a hairdresser to do Phaneuf’s hair for the occasion.

“It was, and still is, very emotional for me,” said Phaneuf. “I can’t thank the staff enough. It was because of them that I was able to see my daughter get married, even though I couldn’t be there in person. It was so special, and means so much.”

The experience was

just as special to staff on Unit 6200 at RUH and the Telehealth Coordinators who helped Phaneuf participate in her daughter’s wedding. “This isn’t the first time we’ve done something like this, and it likely won’t be the last. It’s hard enough for people to be in the hospital, without having to miss out on important family celebrations,” said Falastein.

Congratulations to all involved!



(L-R) Dolores Bayne, Clinical Supervisor RUH 6200; Mother of the Bride, Darlene Phaneuf; and Jennifer Falastein, Telehealth Coordinator. Thanks to SHR staff, family members, computers and web cams, Phaneuf was able to see her daughter get married on October 4 in Regina.

Health Region Wins Award for Privacy Program



Darlene Eberle (R), Chair of the Saskatoon Regional Health Authority, receives 2008 Chief Justice E.M. Culliton Right to Know Award from Murray Sawatzky (L), president of the Saskatchewan Branch of the Canadian Bar Association.

The Saskatoon Health Region (SHR) received the 2008 Culliton Award from the Saskatchewan Right to Know Committee. The Chief Justice E.M. Culliton Right to Know Award is presented each year to a public body that has demonstrated leadership and innovation in promoting the public’s right to access public information.

Neil Robertson, spokesperson for the Saskatchewan Right to Know Committee, commended SHR on its “impressive commitment to operating transparently,” with its January 2006 creation of a dedicated access and privacy office to address staff training needs and deal with access requests

from patients and the public.

Robertson recognized the organizational changes, new software technology and the “access and privacy feature on its website” as improving the Region’s accountability. He also applauded the Region for actively disseminating information to “minimize the need for formal access to information requests.”

Finally, Robertson acknowledged the Region’s prompt and positive responses to recommendations from the Information and Privacy Commissioner to improve access and privacy performance.

CMA Confirms Saskatoon Physician as President-elect

Dr. Anne Doig, a Saskatoon family physician and the Saskatchewan Medical Association's (SMA) nominee as president-elect of the CMA, was acclaimed to the position at the August 2008 General Council during the CMA's annual meeting in Montreal. She will assume the presidency during the CMA's August 2009 meeting in Saskatoon. She will be the first family physician to head the association since 2004. Doig's election as Saskatchewan's delegate was tightly contested among seven physicians nominated for the position.

Doig, who has filled numerous posts on the SMA Board of Directors, has also been active nationally as chair of the CMA's Committee on Bylaws. She graduated from the University of

Saskatchewan in 1976 and has practised family medicine in the province for 30 years. Her father, Dr. Noel Doig, is a former chair of the CMA Committee on Ethics who, at age 80, still chairs the SMA's Member Advisory Committee.

Doig will take over leadership of the CMA in the second of its five-year Strategic Plan, which focuses on a healthy population, healthy patients, a healthy profession, and healthy physicians: goals that "resonate strongly with [her] personal philosophy and commitment."

Quote from "Dr. Anne Doig," available at www.sma.sk.ca/elect/pdf/Bios/Doig-Bio.pdf.



Dr. Anne Doig, Saskatoon physician and president-elect of the Canadian Medical Association, gives clean bill of health to Emlyn Winstanley.

Give Thanks - Give Blood!



Separated at birth, Bill Snyder from Saskatoon meets twin sister Marilyn Lambourne of South Surrey, B.C. for the first time in Saskatoon on August 19th, 2007. They discovered a common interest! Together, the pair have made 263 blood donations and saved almost 800 lives. That's a great brother and sister act!

This October, Canadian Blood Services is inviting you and your colleagues to say "thanks" for your good health by giving blood and helping others regain their health.

For the month of October, patients in hospitals all across Canada will require blood donations from over 93,000 donors. Current forecasts indicate that this target cannot be met without your help. To meet Saskatchewan's blood needs, 11,000 donors must attend clinics this month. Appointment bookings are currently lower than required, so there are many opportunities at a blood donor clinic near you.

Remember, critically ill patients and their families depend on the generosity of blood donors to

ensure they receive the life-saving treatments they need.

Please call **1 888 2 DONATE (1 888 236-6283)** to book your appointment to donate blood. Clinic and donor eligibility information is also available at www.blood.ca.

Canadian Blood Service in Saskatoon is located at 325 – 20th Street East. The clinic hours are:

- Monday, Tuesday, Thursday and Friday: 8:00 a.m. to 12:00 p.m.
- Monday and Thursday: 4:00 p.m. to 8:00 p.m.

There will be a Mobile Clinic at the Watrous Civic Centre on **October 22**.

I got one!



Caught in the act! President and CEO Maura Davies receives her annual influenza immunization from Kathleen Chipperfield, Occupational Health Nurse, on October 15 at the Leadership Forum.

Free Influenza Immunization Clinics Available NOW!

For more information about immunization and for locations of immunization clinics, visit the [Saskatoon Health Region website](#).

Service Alignment—Continued

(Continued from page 3)

- this care.
- We have not finalized our plans for eventual transfer of the remaining inpatient surgical services from SCH to RUH or SPH. Inpatient gynaecology will move to the new maternal child centre when it is completed (estimated to be 2013). Discussions are still underway regarding plans for inpatient orthopaedics surgery.
 - We have a great deal of planning to do to develop our new model for ambulatory care at SCH. We will look across North America for leading practices that we will embed into our enhanced ambulatory care programs. Preliminary discussions are underway with several care groups about how we can build upon existing SCH programs related to women's health (e.g. gynaecology surgery and the breast health centre) and joint replacement surgery. Preliminary

planning is beginning regarding consolidation and expansion of outpatient endoscopy services at SCH.

- We will also conduct extensive consultation with staff, physicians, patients and their families as we plan together to meet the needs of medically complex patients, a population that is expected to grow significantly as our population ages. There are very successful examples of complex medical care units in Canada and the U.S. Over the next 6 to 12 months we will identify leading practices from whom we can learn
- We are beginning to explore how the Geriatric Re-enablement Unit and services at Parkridge should relate to the geriatric and rehabilitation programs at SCH.

I realize that changes of this magnitude are often stressful for the staff and physicians most affected. I also realize that no matter how we organize our services, not everyone will be happy about the decisions. All of our service alignment plans are

intended to enhance the quality and safety of our care, while optimizing scarce human and other resources. I hope that at least you will understand how and why we made these decisions.

Throughout this work we will strive to model our core values of respect, collaboration, compassion, excellence and stewardship.

We need to do a better job of communicating with you, and involving staff in our service alignment planning. I would appreciate hearing directly from you (especially staff and physicians based at SCH) regarding any questions you have and how we can best communicate with you. There are many opportunities for staff and physicians at SCH to be involved in our planning and I encourage you to do so. Our patients, their families and our workplaces will benefit from your advice and experience.

Maura Davies