



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

Aboriginal LiveWell program celebrates success

Evelyn Linklater is an Elder in her Saskatoon community, and she has diabetes.

"I am trying to live a healthy lifestyle and teach others to do the same," says Linklater. "The LWCC (LiveWell with Chronic Conditions program) is helping me to do this. I want to see my grandchildren grow up healthy and happy."

Linklater and six other peer leaders recently completed training in the Aboriginal LiveWell program.

The seven Saskatoon aboriginal peer leaders shared their digital stories of living with chronic conditions like diabetes at a luncheon celebrating the group's achievements on October 30. They celebrated with more than 40 family members, friends and Health Region staff involved in the program.

The LWCC program produced two tools to be used for on-going education and promotion: digital stories made by five peer leaders and seven posters that promote participation in the LiveWell program. Each poster features a professional photo of one of the peer leaders.

Linklater and the peer leaders were acknowledged for leadership in helping First Nations and Métis people better understand and manage factors related to diabetes. Each received a DVD of their digital story, a

framed poster, and a book with all the poster images.

The peer leaders shared their two-to-four-minute digital stories of living with chronic conditions at the luncheon celebration. Each had produced their own story during an intensive three-day digital storytelling workshop that was used to evaluate the aboriginal peer leader program. The stories are intimate, emotional and powerful, and can be viewed at www.patientvoices.org.uk under the tab "Stories from Saskatoon Health Region."

Suzanne Sheppard, Director and Professional Leader, Physiotherapy and one of the project leads, says the digital storytelling initiative is a good fit with aboriginal culture, as storytelling is one of the traditional approaches to lead and learn in their communities.

"The LiveWell program focuses on peer leadership, providing information and tools that peer leaders can use to educate their communities about managing chronic illness," says Sheppard. "The digital stories will be one of the most important of those tools."

Living with a chronic condition requires more than just knowledge and skill, according to Sheppard. "It requires a belief in one's ability to use those skills in real life, and that the skills used will produce the desired result. We encourage participants to



Evelyn Linklater's photo appears on one of the posters produced by the Aboriginal LiveWell with Chronic Diseases Program.

take small steps – to set incremental goals and make short-term contracts to ensure that they are successful in their efforts to make changes," she says.

LiveWell helps people with or at risk of developing Type 2 diabetes take control of their actions and behaviours, and make choices that will improve their health, like stopping smoking, eating appropriately, reducing stress and exercising regularly.

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Simply the best! Celebrate excellence with Bravo Awards

Are your co-workers and colleagues "Simply the Best?" Does their behaviour support the Region's vision and values? Have they obtained extraordinary results that reinforce our regional goals?

If you've answered yes to at least one of these questions, then you've identified colleagues to nominate for a 2009 Bravo Award. Each year, the Saskatoon Health Region and its affiliates offer the awards to employees, physicians and volunteers who exemplify the Region's vision and values in nine areas:

- Leadership
- Patient, client, resident customer service
- Performance excellence
- Healthy workplace
- Living our values
- Quality
- Teamwork
- Philanthropy
- Innovation

The Bravo Awards are non-competitive. All nominees who meet the criteria listed are recognized.

Pat Taciuk, Manager of Rural Nursing Development, received a 2008 Bravo Award for Performance Excellence. She was nominated by her colleagues

on the Rural Acute Care Team. In their nomination, the team acknowledged Taciuk's nursing and management skills, and commended her creation of a high-calibre Rural Nursing Policy and Procedure Manual. They said that Taciuk was never one to shy away from challenges, and that she "perseveres and charges ahead the extra mile. New rural managers and grad nurses are encouraged by Pat's quick smile and caring manner and often seek her out as a mentor."

Taciuk says "I was thrilled and honoured that colleagues would nominate me for an award. It really had not even crossed my mind. After all, I felt I was just doing my job. It was a humbling experience."

According to Taciuk, the Bravo Awards are a great way to showcase achievements and give employees a sense of pride that what they do really counts.

Taciuk believes that attitude is

everything. "By receiving this award, I know the work I do is appreciated by others and makes a difference. That is inspiring," she says. This year, Taciuk will be keeping her eyes open for potential nominations among the teams she works with.



Pat Taciuk was 2008 Bravo Award recipient for Performance Excellence.

Taciuk's greatest satisfaction is envisioning a project from start to finish, and then ensuring that the vision is realized. She has continued her commitment to a job well-done since receiving the Bravo, supporting initiatives that require urban to rural integration, especially in the area of medication reconciliation in acute care agencies and amalgamated long term care agencies.

Saskatoon Health Region wants you to nominate those whom you think are "Simply the Best!" Acknowledge and share the excellent work you've seen accomplished this past year with a Bravo Award nomination. To learn more about the awards, visit [People Strategies, News and Updates](#).

The deadline to nominate your peers for a Bravo Award is November 30, 2008.

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

Patients first

On November 5, the Minister of Health announced the establishment of a Patient First Review, a province-wide consultation with members of the public regarding their experience with the health care system, followed by consultation with health providers regarding the issues and opportunities for improvement identified by patients, their families and other members of the public. Tony Dagnone, former CEO of the Royal University Hospital and the London Health Sciences Centre will serve as Commissioner for the Patient First Review. I was honoured to be asked to participate in the press conference with Minister McMorris and Tony Dagnone. The following comments are excerpts from my speech at the press conference.

The interactions that patients, clients, residents and their family members have with the health system are remembered for years, often in vivid detail. We know this from our work and from our personal experiences with health care.

Are we as health care providers doing a good enough job? The answer we hear from health care providers and, more importantly, from our patients and their families is that we do many things well, but we must do better. We know that patients are concerned about how long they wait for many services. In my region, patients have also told us we need to do a better job of communicating, involving patients and families in care decisions, and coordinating care among care providers and between hospital and community.

For more than two decades, there has been a growing

movement to embrace concepts of patient and family-centred care in many health agencies around the world. This means working with patients and their family members, rather than doing to or for them. As Don Berwick, the CEO of the Institute of Healthcare Improvement says “nothing for me without me”.

We need to rediscover our roots. The priorities and choices of patients, clients, residents and family members, NOT the priorities of the system or those that work within it, must drive the delivery of health care.

The Institute for Family Centred Care based out of Bethesda, Maryland, recently held a five day training workshop in Calgary attended by more than 400 people from around the world, including three nurses, a physician, a quality consultant and a vice president from Saskatoon. The Institute has identified core concepts of patient and family-centred care.

Stated simply, the four concepts are: treating people with respect and dignity, sharing complete and unbiased information, patient participation that enhances control and independence, and collaboration in the delivery of care, policy and program development, and professional education.

During the workshop, more than 70 sessions were held highlighting leading practices from across Canada and around the world that are making health care agencies more responsive to the needs of patients and families. We can learn from these leading practices, informed by the voices we will hear through the Patient First Review.

Two years ago, Saskatoon



Health Region approved a strategic plan that was influenced by more than 1,500 health care providers, patients, clients, family members, community groups and the general public. The plan provides a clearer picture of where we must focus to meet the health needs of individuals and our communities. One of our five strategic directions is transforming the care and service experience by putting patients, clients, residents and family members at the centre of their care. Saskatoon Health Region is taking small but crucial steps in changing the way we involve and interact with patients, clients and their families.

Our 14 primary health centres have active client, family and community participation in various aspects of the activities, from the operation of the recently launched mobile health bus to the creation of a walking path in the area surrounding the South East Primary Health Centre.

We have involved consumer and family representatives in the building design of our new Irene

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Region puts World Kindness Day into action!

November 13 is World Kindness Day, and Saskatoon Health Region celebrated as part of its commitment to creating a healthy workplace. The initiative began in support of:

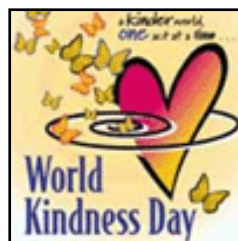
- Recommendations arising from the 2005 Employee Opinion Survey where our colleagues said they wanted to see more respect and positive approaches among the employees in their work environments.
- Our corporate strategic plan identifies "Transforming the Work Experience" as one of five strategic directions. This includes a work environment in which "We imagine... a caring community of colleagues where staff, management, physicians, and volunteers are heard, respected and valued."
- *Our Values in Action*, the SHR code of conduct.
- Contagious Kindness: our values in action for positive workplaces program.

For more info, visit http://infonet.sktnhr.ca/contagious_kindness/index.htm

Here are some fun exercises to do individually or with your co-workers. Let's spread the kindness bug at work!

Individual Exercises

- Acknowledge people by name and inform those in our care and their families of our names and roles. (*Value of Respect*)
- Write a little thank you card for five people who you haven't thanked lately. (*Value of Respect*)



Team/Unit exercise

- Hang a chalkboard in the lunch room and title it "FEEL ALIVE". Have everyone on the team write down a word or quote or picture or article that makes them feel alive. Keep

changing the word weekly. (*Value of Respect*)

- Catch each other doing things right. Get a disposable cup for each person on the team. Place their name on the outside of the cup. Leave the cups where everyone has easy access to them. Encourage everyone to catch each other doing things right by dropping a compliment in the cup on a piece of paper. Everyone needs to leave at least one compliment per person in each cup. (*Value of Compassion*)
- Brainstorm five ways to make the work unit more friendly and inviting. (*Value of Collaboration*)

Share your stories with us at http://infonet.sktnhr.ca/contagious0_kindness/index.htm We'd love to post them on the website.

Quality award and poster submissions sought

Saskatoon Health Region staff and physicians work hard to identify, implement and evaluate quality improvement projects throughout the Region.

That's something the Saskatoon Health Region wants to acknowledge and celebrate at the Quality and Safety Summit to be held March 4 at TCU Place in Saskatoon.

There are two ways for teams to share their quality improvement work. Teams in the first stages of a quality journey can submit a poster to the **Poster Fair** to be held during the **Quality and Safety Summit**. All posters will be accepted for display.

Teams of three or more persons

who have completed a quality improvement initiative that has achieved sustained measurable outcomes and resulted in positive changes can submit their work for a **Quality Award**.

The Saskatoon Health Region **Quality Awards** are modeled on the 3M Health Care Quality Team Award which is a national award presented annually at the Canadian College of Health Services Executives conference. View the [3M Health Care Quality Award application / criteria](#) before you make your submission.

Submissions for the Region's Quality Awards will be evaluated on

the following seven-category framework:

- Aim statement
- Alignment with Saskatoon Health Region strategic plan
- Team leadership
- Measurement and results
- Plan Do Study Act cycles/ Process Improvement
- Outcomes
- Storyboard

The deadline for submission to both the Quality Award or the Poster Fair is January 15, 2009.

For more information, please contact Darlene Spence at **655-4088** or Deb Leek at **655-4152**.

Three services join hands for trust-building workshop

On October 29, staff from Food and Nutrition Services joined with those from Health Information Services and Pharmacy Services to participate in an after-hours workshop entitled "Building Trust in the Workplace and at Home".

The evening began with the Region's inspiring new video: *Our Values in Action* - a perfect introduction to the topic.

Guest speaker, Denise McIntyre from The Learning Edge Inc., then facilitated a dynamic session for the

approximately 60 participants. She talked about the importance of trust in the workplace, what it takes to build trust, and how this is different for each individual. McIntyre addressed how employees lose trust in their manager, and what managers do to lose the trust of their employees.

The interactive workshop allowed participants to network with their colleagues outside of work, as well as to build new friendships with staff from the other departments.

Staff response to the workshop was very positive. All participants left with a better understanding of the behaviours that demonstrate they are trustworthy, and the elements that are necessary to build trust in the workplace and at home. They identified behaviours that they need to change to build a trusting relationship both in their professional and personal lives.

Staff from the three departments look forward to continuing their partnership to provide valuable staff development opportunities.



(L to R) Jocelyn Zurevinsky (clinical orthoptist); Sarah Whitecross (student orthoptist); Ann Haver (educator, administrator orthoptist) of the Saskatoon Orthoptic Teaching program.

Sarah Whitecross, senior orthoptic student, has been awarded the first Canadian Orthoptic Society Scholarship (\$1,000). She completed an assigned paper entitled "Learning to See; Critical Periods in the Development of Vision" that was deemed the best paper - hence the award. An orthoptist works in partnership with an ophthalmologist (eye physician and surgeon). The

practice of orthoptics includes the assessment, evaluation and identification of disorders of vision, binocular vision and ocular motility for the purpose of enhancing or restoring function. Orthoptists also implement and monitor non-surgical treatments. The Orthoptic Teaching Program, situated in the Eye Centre at Saskatoon City Hospital, is one of four training centres in Canada.

Breastfeeding moms participate in world event

Submitted by Adrienne Danyliw, Public Health Services

Saskatoon's *Breastfeeding Matters* group organized this year's successful Quintessence Challenge. The event is intended to promote, support and protect breastfeeding in Saskatoon and area.

We had 20 mothers who were breastfeeding 20 babies at 11 o'clock on October 11, 2008. This ties us with Mandelieu, France and Louisville, Kentucky!

The event was held at The Refinery, a multipurpose facility for arts and cultural events in Saskatoon.

Centrally located in the Broadway area, its couches and cafe-style tables provided a great atmosphere for conversation and building community.

We were obtained the sponsorship of more than 20 businesses and community agencies. CHEP Good Food Inc. donated healthy snacks of muffins, cheese and apples. Some of the prizes given to participants included movie passes, baby booties, gift certificates for exercise and much more!

Our message reached far beyond the 20 moms who attended the event.

Local television, radio and print media attended and interviewed moms about their breastfeeding experiences and why they support events like Quintessence.

Next year, we want to have even more breastfeeding moms participate in the Saskatoon challenge. We'll be using e-mail and web-based tools to advertise the event.

Breastfeeding Matters works toward its ongoing goal of promoting, supporting and protecting breastfeeding in Saskatoon.

Food & Nutrition workshop attracts 50 staff

Fifty people traveled from Saskatoon, Wakaw, Wynyard, Watrous and Rosthern to attend an educational event at St. Mary's Villa in Humboldt. On October 28, the SHR Food Contract Committee, representing Food and Nutrition Services in rural, long term care and urban acute care, hosted the eighth annual event, which featured sessions and product information from Region employees.

The presentations included:

- Jocelyn Orb, Sustainability Coordinator from Facilities and Engineering Services, who talked about *SHR Sustainability*. Jocelyn challenged us to think about our purchasing practices both within the Region and in our personal lives. She gave us ideas on how we can reduce greenhouse gas emissions.
- Carol Collins, Food and Nutrition Services Manager at Humboldt District Hospital and Charlotte Pilat Burns, Food and Nutrition Services Manager of Quality, Risk and Safety, highlighted the Hospital's new meal delivery system, "Nourishing Choices." The meal system uses a Burlodge ward cart which allows patients to select the foods they would like to eat when the meal is served, rather than receiving a tray from the assembly line in the kitchen. Patients now consistently receive high quality, hot food. As well, since food service staff are on the ward at mealtimes, nursing staff no longer deliver meal trays. Patient and staff responses have been very positive.
- Noella Leydon, Director of Food and Nutrition Services, presented on *Food Safety Roles and Responsibilities*, highlighting the events of the recent listeriosis outbreak.
- Seshni Naidoo and Charlotte Pilat-Burns updated participants about SHR texture-modified food standards, and distributed tools and information to be used at each site.

To wrap-up a very busy day, Rachel Kehrig from Saskatchewan Pulse Growers provided

product samples and information about pulse crops in Saskatchewan.

Participants took advantage of the opportunity to meet new people and network. Sessions were interactive and informal, a format that was very well-received. Overall, the day was very informative and the evaluations were extremely positive.

The next Food Contract Education Day is being planned for April 9, 2009 at Saskatoon City Hospital.



Shantel Zwingli (L), Manager of Food and Nutrition Services at RUH and Jocelyn Orb, Sustainability Coordinator show off new recycling bins at RUH, one of the sustainability initiatives talked about in the workshop. As funding permits, the bins will be purchased for installation in all cafeterias across the Region.

I got one! Have you?

www.saskatoonhealthregion.ca

Patients first (*continued*)

(Continued from page 3)

and Leslie Dubé Centre for Mental Health. The Humboldt District Health Centre, which is currently under construction, continues to involve consumer and community members in development of this new facility. Saskatoon Health Region has created a new patient and family advisory council that begins work this month to help us plan and improve maternal and children's health services, including planning for our new maternal and children's hospital at Royal University Hospital. Most of our long term care facilities have Residents Councils, which influence policy, programs and practices in those facilities.

We look forward to sharing the learnings from these and other initiatives with the Commissioner as part of the Patient First Review.

As the CEO of the largest health region in Saskatchewan, I often receive letters from patients and families describing their care experiences. We learn a lot from those stories about what went well and what did not go well for individual patients and family members. I'd like to put those patients in this room, so to speak, as I share with you excerpts from two letters. I have removed details to protect the identity of these patients and families.

The first letter says:

"In 2004 I was diagnosed with lymphoma. In the spring of 2007 my oncologist informed me that my cancer had transformed into diffuse B-cell lymphoma. His advice was to consider a blood stem cell transplant. I agreed The medical care I received was excellent. Both the doctors and

nurses encouraged family involvement during the whole process. I was particularly impressed by the compassion and care the nurses demonstrated. They went out of their way to maintain my dignity while providing the care I needed. ... Dr. X ...became my attending physician. It is the belief of my family that he is one of the reasons I am still alive. He was warm, compassionate, always available to my family, and kept family members informed of my status. He made my family feel a part of the ICU team and demonstrated respect to all. ... The nursing staff was also above and beyond in the care and attention they gave. They were always willing to accommodate us when we wanted to visit and were happy to talk to us and answer any questions they could."

A letter from another family describes a totally different care experience.

"I feel I must share my concerns in regards to events which happened to my husband. He was always cold and he had been unable to sleep properly for approximately two and a half months. The area he was admitted to had a cold air vent directly over his bed. The room was also a thoroughfare for the staff to their lounge and washroom. How can this be conducive to recovery? ... It took until the fifth day on this admission before he would start to get the correct diet.... Another concern during this admission was that it took seven attempts by the RN to start his IV. ... His hands were bruised and sore for two months following. The nurse asks me what my intention is – to

sit with my husband (I've just been told he will soon die). She says "patients are not allowed to have visitors at night." We can stay in the waiting room and call in to see how he is, because according to the nurse he is stable. I respond "That is archaic". I can't believe this is happening..."

The voices of these patients and families are so powerful. They illustrate why we need to hear directly from the public through the Patient First Review, to build on what we already do well and to improve what we need to do better.

I'd like to conclude my comments with a quote from Mahatma Gandhi who once talked about customers being the most important visitor on ones premises, which is equally relevant to a patient or family member:

Gandhi said "He may be dependent on us. We are also dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider to our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so."

All of us working to make our health system better need to remember this. We are privileged to serve the public. We look forward to hearing directly from the public how we can do this better and being involved in the Patient First Review.

Maura Davies

Halfway to 80 per cent influenza immunization target

- submitted by Shelly McFadden, Director Worksafe and Employee Wellness

Thank you to all staff who've received their influenza immunizations. By the end of October, 4,786 employees had been vaccinated — about 42 per cent of SHR employees!

It's not too late to vaccinate...

As of November 3, the Occupational Health Nurses will be back in their offices. We will resume our services for regular immunization as well as continuing with our influenza immunizations.

If you have been unable to access one of our clinics so far, contact one of the site Worksafe & Employee Wellness offices (OH&S) for further information on clinics and accessibility.

For Managers and Supervisors **who wish to have a mobile clinic come to their department,**

please contact one of the Worksafe and Employee Wellness offices to arrange a visit to your department:

- RUH: 655-1387
- SCH: 655-8040
- SPH: 655-5089

Office hours vary, so please call before going to the office.

For non-SHR employees (e.g. U of S staff, MS Cameco research staff, students, etc)...

If you are not an SHR employee, physician, volunteer, you will now be able to obtain your influenza immunization.

You will be required to pay for your influenza vaccination. Please go to the Cashier's office at the site where you are working to pay for your immunization.

- The price is \$20 per influenza immunization.
- You can pay by **debit, Visa, Mastercard, cash or cheque.**

- Once you have your receipt, go to the site Worksafe & Wellness (OH&S) office for your immunization.
- The Occupational Health Nurse who administers your immunization will mark that the vaccine has been given, including date and Lot Number.

If you have any further questions, please call Kathleen Chipperfield at **655-8290.**

— Remember —

- Any SHR employee who develops an adverse reaction to an immunization **must** call the Incident Reporting line at 655-0820. You will be referred to the Occupational Health Nurse for further follow up.
- All adverse reactions to vaccine are followed up by our Medical Health Officer.



Dressing up (or down) for the United Way!

Congratulations to Dan Swerhone, Manager of Maintenance and Construction Resources, who was undoubtedly the ugliest bridesmaid in the Region's Ugliest Bridesmaid contest held last month. The contest was held at several sites throughout the Region to raise money for the United Way, and a great time was had by all. Thank you for participating, Dan!

So far, the Region has raised more than \$69,000. This is an amazing accomplishment in such a short period of time. Our goal this year is to raise \$200,000 to help the United Way of Saskatoon and Area reach its goal of \$4 million.

Some of the remaining fundraising activities include a garage sale at Saskatoon City Hospital (SCH) on November 18. Make your way to SCH and browse through the many items donated by SHR employees and volunteers. All of the garage sale proceeds will go toward the United Way.

If you haven't done so already, please fill in your pledge form and send it to payroll as soon as you can. Your donation, no matter how large or small, goes a long way to help someone in need.

**Why the United Way?
Because it is where you live.**



Good sport and prize-winner Dan Swerhone, Manager Maintenance and Construction Services, dolled up for the United Way fundraiser, the Ugliest Bridesmaid Contest.