



Western Health

The vision of Western Health is that the people of Western Newfoundland have the highest level of health and well being possible - Your Health Our Priority

Meet the Community Support Leadership Team



see page 2

Front row (left to right): Doreen Burry, Tammy Priddle, Hilda Rideout, and Terri Robbin Spracklin (standing). Back row: Juanita Cooper Riley, Cora Collins, Tina Carter, Darren Compton, Scott Collins, Stephanie Hillier, Holly Watkins, Sherry McCarthy, and Ross Durnford. Missing from the photo: Eva Payne Laing, Jackie Hicks, and Gloria Rouzes.



Western Health

OCTOBER 2015 - IN THIS ISSUE...

- 3 Influenza Facts
- 4 HEALTHe NL Viewer
- 5 Spiritual Colouring
- 6 Birth Announcement
- 7 The Once Visit Palliative Care
- 8 Carrot Orange Soup

Community Support Leadership Team

Tammy Priddle

The Community Support Program is very fortunate to have a team of leaders that support the work of frontline staff in delivering programs and services to the clients of the Community Support Program. In September 2014 the Community Support Program went through a structural change that resulted in the definition of roles and responsibilities within the leadership team.

Who We Are

Currently we have six managers and nine leadership positions throughout the region. Our program has over 100 staff located at approximately 20 sites. We are providing 15 different programs and services to over 3000 clients each year. Many of these clients are high risk, complex and challenging to maintain in the community. However with the work of our frontline staff and the support of our leadership team in partnership with many formal and informal supports we are able to have very positive outcomes for our clients and their families.

To support the work of our frontline staff in meeting client needs we have the following leadership positions:

- Three Home Nursing Coordinators responsible for clinical consultation and lead roles in End of Life and Palliative Care, Acute Care services and Wound Care as well as Home Nursing practices.
- Two Community Support Coordinators with lead responsibility for clinical consultation and approval of all requests for home support and clinical financial benefits for adults and children with disabilities within the region.
- Two Social Work Consultants with lead roles in Adult Protection and Psychosocial Bereavement Support as well as social work practice.
- One Assessment and Placement Coordinator with lead responsibility for clinical consultation and approval related to assessment and placement in long term care including Personal Care Homes and Long Term Care Facilities.

- One Financial Services Coordinator with lead responsibility for consultation and approval of financial benefits for clients of the Community Support Program.

What We Do

Although the specific roles of each leadership position differ based upon lead responsibilities we all have similar core responsibilities including:

- Professional Practice
- Education
- Consultation
- Research

Need More Information?

If you have any questions related to the roles and responsibilities of our leadership team, check the intranet home page (look under the Population Health tab on the left hand side) for a detailed list of our leadership team and their contact information. Other program information can be found there as well!

(Tammy Priddle, Regional Director Community Support)

LEADS Regional Steering Committee Membership

Sandra Maddigan

In the last two organizational newsletters there have been articles introducing the LEADS Framework, and LEADS in a Caring Environment. The articles referenced the Regional LEADS Steering Committee. (The mnemonic LEADS represents each of the five domains of the framework. “L” represents Lead Self; “E” represents Engage Others; “A” represents Achieve Results; “D” represents Develop Coalitions and “S” represents Systems Transformation.)

The purpose of the committee is to provide leadership in the assessment, development, implementation and evaluation of LEADS initiatives within Western Health. The Regional LEADS Committee consists of members from each branch.

Patient Service

Karen Alexander and David Buckle

Population Health and Human Resources

Carol Anne Wight and Bernie Staples (co-chair)

Health Protection & Professional Practice

Chief Nursing Officer, Catherine McDonald (VP Lead), Hedy Dalton-Kenny and Sandra Maddigan (co-chair)

Information and Quality

Lorraine Mitchell

Finance and Support Services

Chris Squire

Medical Services

Darla King

Communications

Tara Pye

Long Term Care and Rural Health

Paulette Lavers and Amanda Oake

As we finalize the action plan for the coming year, you can expect requests for your input by your Branch representative(s). It is our hope that as we continue to develop the roles and responsibilities of the committee that not only would we initiate feedback from you for various initiatives but that you will seek us out as you want to share ideas, provide feedback or simply discuss the LEADS framework.

We hope to create an environment where there is a free exchange of ideas and discussions from the committee to you and from you to the committee. Together, all of us will ‘Bring LEADS to Life’ at Western Health. *(Sandra Maddigan, Regional Director Employee Development/Co-Chair Regional LEADS Committee)*

Influenza Facts Quiz

- 1 On average, healthy adults who get influenza are only off work for a day or two.
False. Healthy adults who have had illness report they are unwell with high fever, cough, muscle pain (myalgia), headache and extreme tiredness for 3 to 6 days; one third report having to visit a health care provider.
- 2 Influenza can cause heart attacks.
True. It can cause heart failure and myocarditis (inflammation of the heart muscle).
- 3 Among adults in Canada over the age of 55, respiratory system diseases (including influenza) are the third largest leading causes of death and hospitalization.
True.
- 4 The most common respiratory complications of influenza are:
 - Primary viral pneumonia (true).
 - Secondary bacterial pneumonia (true).

- A cold (false).
 - Combined viral bacterial pneumonia (true).
 - Flare up of chronic obstructive pulmonary disease/COPD (true).
 - Gastroenteritis, commonly called the stomach flu (false).
- 5 Influenza is known to make other diseases worse. The most common non-respiratory complications of influenza are:
 - Heart failure (true).
 - Myocarditis, inflammation of the heart muscle (true).
 - Encephalitis, acute inflammation of the brain (true).
 - Malaria (false).
 - Rheumatoid arthritis (false).
 - Reye's syndrome, a potentially fatal disease affecting many organs, primarily the brain and liver (true).
 - Electrocardiographic (ECG) abnormalities (true).
 - Poor diabetes control (true).

Staff Story

- 6 Influenza immunization reduces the risks for pneumonia, hospitalization, and death in elderly persons.
True.
 - 7 Health care personnel, with or without symptoms (such as cough or fever) can give the influenza virus to their patients.
True.
 - 8 Immunizing health care personnel has been shown to:
 - Protect the health care worker and their family from illness (true).
 - Decrease illness and death in the patients they care for (true).
 - 9 Facts:
 - No one knows when their first influenza illness will strike.
 - You can spread influenza 24 hours before you have symptoms.
 - Protect yourself and family by getting immunized.
- Source: www.chiin.ca
(Employee Health Department)

Employee Influenza Immunization Campaign starts October 26

Staff Story

Adults need the Vaccine to Stay Healthy

Immunization is the process whereby a person is made immune or resistant to an infectious (contagious) disease, usually after receiving a vaccine. Vaccines stimulate your body's immune system to produce substance, called antibodies that protect you from getting a disease or getting a disease a second time. In Canada, immunization has saved more lives in the past 50 years than any other medical intervention.

Influenza (Flu) Immunization

The flu is a highly contagious infection of the nose, throat and lungs caused by the influenza virus. Although most people recover from the flu in a couple of weeks or so, it can cause serious complications in infants and children, people over the age of 65 or adults with chronic conditions. The



best way to protect yourself and those around you is by getting a flu shot every year. New flu strains appear each year, so you will need a flu vaccine every autumn to be protected for the upcoming season.

Why do I need to be vaccinated?

Employees require immunization to stay healthy and stop the spread of disease to others, particularly children, seniors or those with a weakened immune system.

Speak to your Employee Health Nurse or your Employee Health designate if one of these statements apply to you:

- I want the best protection against influenza.
- I travel frequently.
- I am a parent or grandparent.
- I am a student living in residence.
- I have a medical condition that increases my risk of getting infections.
- I am a health care worker or caregiver.
- My job or lifestyle exposes me to infection.

Also refer to the Western Health Intranet page "Influenza 2015/2016."

You never outgrow your need for immunization. Get vaccinated today! Flu shots save lives.

For more information, please email employeehealth@westernhealth.nl.ca or call 637-5297.

(Staff Story)

HEALTHe NL Viewer

HEALTHe NL Viewer is a web portal that provides authorized health care professionals, such as physicians, nurses, nurse practitioners and allied health professionals with one point of access to view important patient information.

At this time Western Health care providers are able to view Eastern Health Meditech patient results for Laboratory, Medical Imaging, and departmental reports. If you are caring for a patient who has received care from Eastern Health after April 29, 2015 you can review their results by signing on to HEALTHe NL.

Clinical providers are also able to view community pharmacy patient medication profiles if the patient's pharmacy is on the pharmacy network.

Not all pharmacies are connected and submitting information to the pharmacy network but the goal is to eventually connect all community pharmacies as well as hospital pharmacies. At this time



Dominion, Sobeyes, City Pharmacy, and Lawton's are connected to the Pharmacy Network and sharing their medication profiles with HEALTHe NL. Walmart and Shoppers Drug Mart are not providing their data; recently the Pharmacy Board of Newfoundland

Mandy Bull

mandated that all pharmacies share their patient pharmacy information with the pharmacy network, and in turn HEALTHe NL by January 2017.

If you would like access to HEALTHe NL please fill out an access form, located on the intranet under Documents/IT Help Desk Request Forms/Meditech/Meditech Request Form - General.

If you have any questions once you have read the enclosed instructions please don't hesitate to contact Mandy Bull at extension 637-5000 extension 6659 or email mandybull@westernhealth.nl.ca.

(Mandy Bull, Change Manager)

New Western Health Policies

15-3-320 Medications: Medication Safety Audits (August 12, 2015)

16-9-40 Fast Track Clinic Inclusions Exclusion Criteria (September 28, 2015)

18-01-810 Youth Transfers from Child, Youth and Family Services into the Community Support Program (August 12, 2015)

16-3-550 Medication Order Clarification and Documentation of Intervention (August 24, 2015)

16-13-70 Administration of the TOR-BSST©-Toronto Bedside Swallowing Screening Tool (August 25, 2015)

18-2-499 Out of Region Client Transfers to Community Based Services (August 28, 2015)

16-4-30 Professional Registration Respiratory Therapists (August 17, 2015)

16-20-10 Social Work Workload Measurement (August 26, 2015)

Staff Story

MRT Week: November 8 - 14, 2015

As Medical Radiation Technologists, our key role is in diagnosis and treatment, and we serve as advisors to radiologists, radiation oncologists and other health care providers.

Because we deal with patients on the front lines, we also serve as patient advocates and educators.

Some of us are also health care researchers, technical and therapy specialists, and interdisciplinary



Judith Katz

consultants.

Please join us as we celebrate MRT Week at Sir Thomas Roddick Hospital Medical Imaging.

Visit our Open House for X-ray, CT, Ultrasound, and Mammography and meet our Technologists.

(Judith Katz, Regional Manager - Medical Imaging Services, Sir Thomas Roddick Hospital)

Pastoral Care Week: October 25 - 31, 2015

Sandra Lush

Organizations and institutions throughout the world will recognize the spiritual needs of those we serve and the spiritual care given through professional chaplaincy and pastoral counseling within our communities.

Regardless of spiritual, religious or cultural background, Pastoral Care Week celebrates those who provide spiritual support to others.

This year's theme, "Spiritual Care Together" focuses on holistic care of the individual and the need to work collaboratively across disciplines to meet the biological, psychological, social and spiritual needs of those for whom we provide care.

We seek this opportunity to have dialogue, educate, support and join

together in understanding the spiritual and/or religious needs that impact



the physical and mental well being of individuals as we join with them in their journey toward healing and

wholeness.

Many institutions will celebrate Pastoral Care Week by honoring the work and gifts of pastoral/spiritual care givers locally and internationally, as well as the spiritual needs of those who serve.

Among the variety of celebrations at Western Health will be hand-blessing ceremonies for health workers, special worship services, and educational workshops.

For more details about Pastoral Care Week visit www.pastoralcareweek.org. For a listing of activities at Western Health contact Sandra Lush via email sandralush@westernhealth.nl.ca.

(Sandra Lush, Regional Manager - Pastoral Care)

Colouring as a Spiritual Practice

Sandra Lush

Grown-ups have recently been rediscovering the contemplative joys of what once was considered a childish pastime. Colouring books with intricate designs marketed to adults now top best-selling book lists. On Amazon, they're in five of the top 20 slots. Many books feature circular mandalas and Zen patterns, as well as mystical peacocks and other exotic animals and plants, like those in Johanna Basford's "Secret Garden" and "Enchanted Forest," two top titles in the category.

While adult colouring is mostly being marketed as a balm for the stress of modern life, many fans also describe it in spiritual terms. One colouring enthusiast stated "it is a meditative way to calm my mind, refocus and clear her head for the coming week." Which raises the obvious question: can colouring seriously be considered a spiritual practice?

Some may scoff, but "it can become



more than just colouring, if you want it to," said Sybil MacBeth, author of the 2007 book "Praying in Color."

For MacBeth, it's "when my mind, body, spirit and soul are all in the same place... and my mind doesn't wander - that becomes a spiritual practice." MacBeth knows that some

people colour "just to relax and de-stress," but "from a Christian perspective, that's when God can break through. We are people of ritual - we get up and brush our teeth, have our coffee - it gives form to our day," she said. "And in the same way, doodling and coloring can give form to our prayer."

As part of Pastoral Care Week celebrations, we will be hosting a colouring contest. You'll find the six page book on the Pastoral Care section of the intranet.

Feel free to print copies for your break room, a restful activity at home, or to promote clarity of thought.

Submit one of your coloured sheets to Pastoral Care Services, 2nd floor WMRH and you will be entered into our random prize draws. Entries are due by October 31, 2015.

(Sandra Lush, Regional Manager - Pastoral Care)

Western Regional Hospital Foundation - Upcoming Events

Staff Story

The Mad Hatter's Gala

By order of the Queen of Hearts, you are hereby summoned to a land of wonders wild and new, to the whimsical place of Wonderland.

The Western Regional Hospital Foundation presents the 24th Annual Gala on Saturday, November 21 at the Corner Brook Civic Center. This fantasy themed event will feature a gourmet meal, silent auction and a live band.

There will be an opportunity at the door to purchase tickets for the "best seat in the house." The winner and their party will be upgraded to the Mad Hatter's Table at a prime location where they will receive VIP treatment, dedicated service and additional refreshments.



Don't be late for a very important date! Book your tickets early; this event sells out fast. Join us down the rabbit hole by calling 637-5353 to reserve your space.

There is a place, like no place on earth, a land full of wonder, mystery and danger. Follow the White Rabbit down the rabbit hole for an adventure you won't soon forget. See you in Wonderland!

Tree of Memories

The Holiday Season is a very special time of year, a time to remember loved ones we hold dear to our hearts, but who are no longer with us. You can pay tribute to your loved ones by making a donation to the Western Regional Hospital Foundation and having a bulb placed on the "Tree of Memories" in your community.

Keep an eye out for details on the Tree of Memories Events in Corner Brook, Deer Lake, Hampden, Jackson's Arm, Pasadena, Ramea, and Trout River.

For more information or to help out with this event please contact the Foundation office at 637-5353.

(Submitted by the Western Regional Hospital Foundation)

"Birth" Announcement

It is with great pleasure that we announce the arrival of Clinical Online Documentation (COD) to the proud staff of the Maternal/Newborn Unit on Monday, June 15th at 8:00 a.m.

Approximately 30 staff have been trained, this included several outstanding Super-users to assist and support staff during Go-Live. Seven new workstations have been implemented on the clinical unit.

This implementation of the electronic system will improve the quality of charting as documentation



standards and best practice are now region-wide.

Staff Story

The COD team would like to thank all nursing and support staff, managers and physicians on this unit for their dedication and willingness to learn in this specialized Maternal/Newborn Unit. Without the staff's involvement, this endeavor would not have been a success.

Pictured is Andrea Burke finishing up the discharge of the last paper based chart documentation for inpatients in the Western region.

(Submitted by Murray Blanchard, Nancy Sweetapple, Jason Marshall, Angie Knee, Darrin Park, Jeff Carey and Mandy Bull)

Trick or Treat?

Can you identify these four Western Health trick or treaters?

Submit your answers via email to cindyandrews@westernhealth.nl.ca for a chance to win a prize!

(Staff Story)



Staff Story

Hiking with the Employee Wellness Advisory Members

Staff Story

Name: Sherry Hynes

Favorite hike: Bottle Cove Trail.

Why? It refreshes my mind/rejuvenates me.

I plan to hike: Blow Me Down Trail.



Name: Sandra Lush

Favorite hike: Deer Lake Walking Trail.

Why? It creates peacefulness within when life is busy.

I plan to hike: trails in Gros Morne Park.

Forest Bathing

A Japanese term, shinrin-yoku, is a short, leisurely visit to a forest. Forest bathing has been shown to improve sleep, minimize stress, and reduce symptoms of anxiety and depression. So go out for a hike or nature walk today.

Name: Tara Noseworthy

Favorite hike: Marble Mountain.

Why? You always feel better after a good dose of Nature.

I plan to hike: the Starlight Trail.

Hiking Tips

- Dress for the weather.
- Wear proper hiking socks/shoes.
- Take a camera and/or binoculars.
- Bring water and healthy snacks.
- Carry a first aid kit with you.
- Go with a friend.
- Simply enjoy the experience!
- Tell someone where you are going and when you expect to return.

Name: Crystal Foote

Favorite Hike: Erin Mountain.

Why? It's great exercise and fresh air.

I plan to hike: Alexander Murray Trail.
(Staff Story)

Special Day on the Palliative Care Unit

Staff Story

Staff, patients and family were excited, the day had finally arrived. Staff worked to ensure that everything and everyone would be ready for the arrival of "The Once." Furniture was re-arranged, coffee brewed, tea-buns, cheese and jam lay ready and waiting in the kitchen.

Everyone gathered outside their rooms, to enjoy the "Art of Music" (kindly organized by Gros Morne Summer Music). Everyone's day was enriched. "The Once" gave a gift to us all that day, when they agreed to donate their time and wonderful musical talent.

As staff members, caring for patients and family on the Palliative Care Unit, it was a heartfelt and enlightening morning. To see the patients sitting



Promotional photo of The Once.

with their families, enjoying a special moment in time, attending a concert together, was both uplifting and humbling. The concert took their minds off their illness, and added richness to everyone's soul. It was a "Once" in a lifetime experience.

One patient and their family stated

"It lighted up my heart" and another added, "It was like a kitchen party." This wonderful trio had everyone singing and tapping their feet to their beautiful music. Afterwards, everyone gathered in the kitchen for a "little lunch" as Newfoundlanders so often do. This offered a time for artists, staff and families to connect with each other after the show.

Now, looking back, this event is like a snapshot in time, a precious moment stored in our minds and hearts forever. The giving that "The Once" brought to the Palliative Care Unit is a sign of compassion that truly lives in everyone.

(Palliative Care Unit Staff)

Pumpkin Hummus

Ingredients

- 2 tbsp tahini (sesame-seed paste)
- 2 tbsp fresh lemon juice
- 1 tsp ground cumin
- 1 tsp olive oil
- ¼ tsp salt
- 1/8 tsp ground red pepper

- 1 can (15 ounce) of pumpkin
- 1 garlic clove (chopped)

Directions

Process the ingredients in a food processor until smooth. Add 2 tbsp of chopped fresh parsley and pulse until blended. Spoon hummus into a serving

bowl and sprinkle with pumpkinseed kernels if desired. Serve with pita wedges.

Preheat oven to 425°. Place 4, 6 inch pitas, each cut into 8 wedges on a baking sheet. Coat with a thin layer of olive oil. Bake for 6 minutes or until toasted.

(Staff Story)



NEWSLETTER COMMITTEE

Cindy Andrews, Kim Hancock, Tara Noseworthy, Rob Perry, and Tara Pye. Layout: Jonathan Clarke. For story submissions or feedback please contact Cindy Andrews (637-5000, extension 6419 or email cindyandrews@westernhealth.nl.ca) or Tara J. Pye (637-5252 or email tarajpye@westernhealth.nl.ca). Please note that some articles may be omitted and/or edited for readability/space limitations. We look forward to hearing from you.

BBHC Participates in Exercise Noble Juncture 2015

Derek Tilley

On September 16, Bonne Bay Health Centre (BBHC), along with Paramedics from Tryco Ambulance Service participated in a Code Orange (External Disaster/Mass Casualty) functional exercise as part of Exercise Noble Juncture.

This was coordinated by Department of National Defence staff (Joint Task Force Atlantic) and Fire and Emergency Services NL and was a multi-agency emergency response exercise between the different levels of government and non-governmental agencies in the Norris Point and Rocky Harbour area.

Participating organizations included the Towns of Norris Point, Rocky Harbour, Parks Canada, RCMP, BBHC, the Department of Advanced Education and Skills, Tryco Ambulance Service, Canadian Red Cross, Bonne Bay Ground Search and Rescue, the Norris Point and Rocky Harbour Fire Departments and the Civil Air Search and Rescue Association.

The Code Orange component of Exercise NJ 15 focused on the multi-agency response (police, fire and medical) at the scene of a simulated motor vehicle collision between a large



First responders treating a patient.

tour bus and another vehicle, where paramedics, with assistance from the other first responders stabilized the victims and provided pre-hospital treatment. Once stabilized, the victims were transported to BBHC, where staff delivered the appropriate Emergency Department treatment.

In total, Bonne Bay Health Centre processed 14 people through their Emergency Department, four with life threatening injuries, four with serious injuries and six with minor injuries. To add realism to this exercise, students with the Paramedic Program of the College of the North Atlantic acted as the accident victims and with the use of casualty simulation makeup and their acting skills, they truly made the scene

real for the responding participants.

While this was unfolding, other scenarios were introduced into the exercise to test different components of the other agency's emergency plans. Some of these included: both towns working together to activate a joint Emergency Operations Centre; response to a house fire with reported injuries; a search for missing and injured hikers on a remote trail and the activation of a reception centre for displaced visitors in the area.

Initial reviews show that actions taken by the responding Tryco Ambulance Paramedics and those by staff at BBHC were of a very high standard, which speaks well of our respective plans and the professionalism of all involved. The debriefing of these actions will strengthen our Code Orange plans.

Exercises like this are an excellent opportunity to collectively test emergency response protocols and to ensure that all emergency response groups and agencies are prepared to respond when bad things happen.

(Derek Tilley, Manager - Regional Health Emergency Management Program, Health Protection Branch)

Carrot Orange Soup

This recipe is great for using freshly harvested carrots!

Ingredients

- 2 tbsp butter or margarine
- ½ cup chopped onions
- 4 cups sliced carrots
- 4 cups chicken or vegetable stock
- ½ cup orange juice
- ½ tsp ground nutmeg

- ¼ tsp ground white pepper
- 1 cup milk

Directions

In a large saucepan, heat butter over medium high heat. Add onions and cook for 4 to 5 minutes or until softened.

Add carrots and stock; bring to a boil. Reduce heat and simmer for 15 - 20 minutes or until carrots are very soft.

Stephanie Buckle

Stir in orange juice, nutmeg and pepper. In a food processor or blender, puree carrot mixture in batches until smooth. Return soup to pan; stir in milk. Simmer over very low heat for 2 - 3 minutes or until heated through.

Makes 7 cups; serves 6 people.
(Stephanie Buckle, Regional Nutritionist)