



'Junior on Miracle Beach' - Photo John Hillis, EHO, Campbell River

VIHA Leaders Get 'Hands On' About Hand Hygiene

As health care providers, we know clean hands are crucial in preventing infections, which is why VIHA's board and senior leadership team are paying close attention to our hand hygiene programs and compliance rates.

"VIHA's Board has affirmed a 90% compliance rate for hand hygiene is to be met in non-emergency situations," said **Howard Waldner**, VIHA President and CEO. "This level of compliance is, quite simply, something that our patients, clients and the public have a right to expect."



Dr. Richard Crow, Exec. VP & CMO; **Howard Waldner**; and **Bev Dobbyn**, Director, Infection Prevention & Control have their hand hygiene practices reviewed by **Nicole Balcom**, RN and VIHA Hand Hygiene Auditor.

A variety of tools exist to support staff reaching this goal, including [education materials](#) and alcohol based hand rub at points of care; auditing measurements/assessments of hand hygiene practices with the results available on the units and summarized [on line](#); and direct engagement of staff, managers, physicians and others in hand hygiene campaigns.

While hand washing rates are increasing, improvement is still needed. Hand hygiene monitoring will continue and be expanded this year. •

2010 Audits:

- In acute care, based on 20,000 hand hygiene observations, compliance was 69%.
- In residential care, based on 54 audits, compliance was 72%.

VIHA Bikes to Work!

A record **986** VIHA participants (126 teams) cycled to work during this year's Bike to Work Week.

Thirty-five VIHA riders won prizes – including one of the grand prizes, a KONA commuter bike! For the list of winners check out the BTWW web site at www.biketowork.ca/victoria.

Thanks to team leaders and all riders for their hard work and enthusiasm – and happy cycling! •



VIHA Riders connect with colleagues and enjoy refreshments at the Celebration Stations at Nanaimo Regional General Hospital (above) and Royal Jubilee Hospital (right).

H&CC Social Worker a Champion For At-Risk Adults

Congratulations to **Kayla Melchior**, social worker in Home and Community Care in Victoria. A recent graduate from the UVic School of Social Work, Kayla was awarded the Provincial Lieutenant Governor's Silver Medal Award for her graduate thesis. Clearly an expert in her field, she also received a Fellowship from UVic and the UVic Graduate Award.

Kayla's curriculum explores the concepts of capability and incapability in the context of adult abuse and neglect. It was presented in Parksville, Nanaimo and Victoria in the fall of 2010 to abuse-resource clinicians and was a resounding success. Since then, it has been sought after as a resource for use in other educational settings.

"Ultimately the aim is to help clinicians provide the most supportive and least intrusive interventions in order to support at-risk adults," Kayla explains. "I want to thank **Sandy Lundmark, Pat Gibbs** and my Home and Community Care colleagues for their support and wisdom throughout the development of the project."

Well done Kayla! •



Lt. Governor's Silver Medal Award winner, **Kayla Melchior**

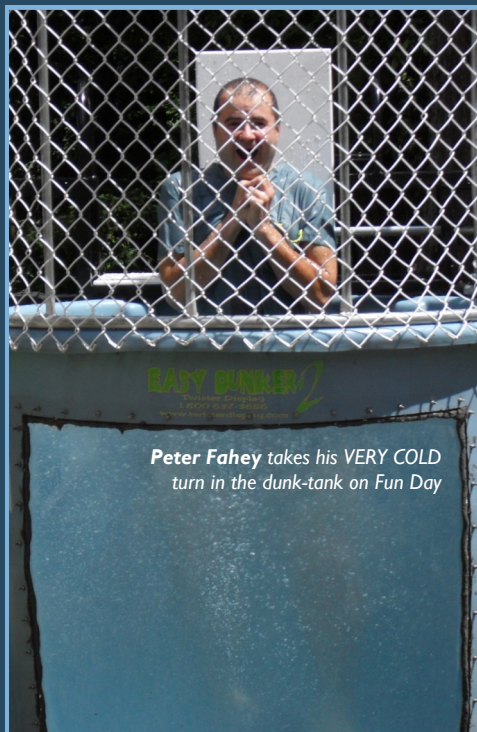
An Old Fashioned Fun Day at Cowichan District Hospital

A fantastic time was had at Cowichan District Hospital's first ever Fun Day for staff, families and supporters of CDH.

CDH staff organized the entire event through donations. "There is nothing like seeing staff, physicians, families, volunteers and members of the community having fun together," said **Peter Fahey**, CDH Site Director.

Festivities included the ever-popular dunk-tank, carnival games, bouncy castles, popcorn, a BBQ and 24 raffle baskets that were assembled by departments/units with donations from local businesses.

The day was a resounding success and raised over \$4500 towards a new hospital. •



VIHA's Green Tip



Have you noticed leaky faucets or toilets that run continuously?

Leaky fixtures like toilets and faucets can waste up to **50 gallons of water per day**, plus electricity to pump the water, natural gas to heat water and sewage fees too.

Report leaky faucets and toilets immediately using the intranet (Departments and Services, Facilities):

<https://apps.viha.ca/plant/> •

2012 Vacation Planning

Let's be honest... it's never too early to think about your next vacation!

You may still be unpacking from a recent trip, but planning for 2012 vacations will begin soon. Watch your VIHA email in early September for information about your entitlements, how to make requests and the deadlines for submission.



It's your time, so make the most of it! •

~ VIHA Staffing Services

Cumberland Community Dialysis Centre Expansion

More residents on North Island who need kidney dialysis are getting this service closer to home with the recent opening of the newly expanded and renovated Cumberland Community Dialysis Centre.

A celebration was held at the centre in June and included a visit from Health Minister Mike de Jong, who, with help from kidney patients and VIHA, civic and BC Renal Agency representatives, cut the ceremonial ribbon to officially mark the occasion.

The \$2.25 million project includes a 370-square-metre addition to the existing building. The centre can now accommodate up to 12 dialysis stations, up from six prior to the expansion. Currently, nine dialysis stations are in operation with capacity to add three additional stations as demand grows.

“This expansion means more people in need of hemodialysis can get this treatment closer to home without the stress and time of travel, which in turn will improve their quality of life,” said **Bill Kane**, Director, VIHA Renal Services. •

PSLS is LIVE at All VIHA Sites!

If a patient has a fall, or you catch a ‘near miss’ medication event, do you know what to do? Report the incident in the Patient Safety & Learning System (PSLS). Here’s how:

- **Open the VIHA Intranet Homepage**
- **Click on the big red *REPORTING* button**
- **Select PSLs and complete the online form**
- **Chose the supervisor or manager in your area – they will be notified by email and will complete the event follow-up**



The system is now live in all VIHA sites, making it easy for staff to report safety events. “With the implementation phase of the PSLs project complete, staff and physicians throughout VIHA can now submit patient incident reports online,” said

Laura Nielsen, Director of Quality and Patient Safety. “This enables timely communication regarding individual incidents, and supports learning activities from reported events.”

Speak up for safety by reporting patient incidents and near misses. Questions? Contact the PSLs Coordinator at PSLS@viha.ca. •



Your friendly PSLs team (l-r): **Angela Jurj, Lorna Walton, Rosanne Beuthin, Gina Safranyik, Carmen Strom and Laura Nielsen**

Outstanding Innovation and Commitment to Care

Whether by boat, seaplane or all-terrain vehicle, **Sharon Stead** is willing to go the extra mile to help bring healthy smiles to the faces of children living in remote North Island communities.

Her commitment to her work as a community dental hygienist has not gone unnoticed. Sharon was recently honoured with the Barbara J. Heisterman Award for *Outstanding Innovation and Commitment to Care*, for her work in public health with Aboriginal people on Northern Vancouver Island.

“I love working with families and young children in a variety of settings and locations,” she says. “Helping children have healthy smiles is the ultimate reward.”

A 20-year VIHA employee, Sharon’s work in remote areas often takes her far from home. Her own experience with dental disease as a child motivated her to try to help others who have difficulty accessing oral health care, she says.

And when not travelling to remote places for work, Sharon travels to remote destinations for pleasure: she has climbed Mt. Kilimanjaro, back-packed around Laos and climbed a volcano in Ecuador! She also has a love for tennis and Latin dancing and can be found swinging on the tennis court or the dance floor. Congratulations Sharon! •



Sharon Stead tackles Mt. Kilimanjaro in Tanzania

First Quality Academy Graduates at NRGH

Three staff members at NRGH are among the first graduates of the Quality Academy. The professional development program offered through the BC Patient Safety and Quality Council provides new skills to lead quality and safety initiatives for improving health care quality. At NRGH – the team is going to be working to improve the quality of Infection Prevention & Control (IPC) processes.

IPC Practitioner **Karen Lambert**, Manager of Medicine, and **Kim Ezergailis** and **Hendrik Roelants** from Quality and Patient Safety, recently completed the 6-month program, which covered a wide range of topics including process improvement and change management. The program also provided the unique opportunity to meet and work with other BC Health Authority professionals.

“It was a great learning experience, a wonderful opportunity to meet other people,” said Kim. “It made us realize that we are all working toward better patient care, and that other health authorities often experience similar quality issues.”

Three more VIHA employees are currently participating in the Quality Academy, and three others will be starting this fall. •



Photo (l-r): **Kim Ezergailis**, **Karen Lambert** and **Hendrik Roelants**

CR Seniors Get Specialty Support

Congratulations are in order for members of the Campbell River Home and Community Care Geographic Case Management team. Their hard work and initiative has resulted in successfully achieving Canadian Nursing Association certification in their specialty field of gerontology nursing.

“We are very proud of the case managers for their commitment to providing best practice and quality care to seniors residing in Campbell River,” said **Lynne Johnstone**, HCC manager.

With the professional support of this team, elderly clients and adults with chronic health conditions are able to live independently in their own homes for as long as possible. The case managers also work with clients and/or their families to consider, and to transition to, more supported care when necessary. Congratulations to all! •



Photo from left: **Mary Cook** BSN, GNC(c), **Janet Woznow** RN, GNC(c), **Lafawn Murray**, mentor GNC(c), **Carrie Johnston**, BSN, GNC(c) and **Helen Goodwin** BSN GNC(c).

A Visit to Ahousaht

In June, members of VIHA’s Board and executive team were honoured to visit Ahousaht. Accessible only by water and air, a 45-minute boat trip from Tofino brought the VIHA team to this Nuu-chah-nulth community on Flores Island.

“We spent half of the day at the holistic Ahousaht Healing Centre learning from band elders and community members about the key health issues and challenges in their village,” said **Dr. Richard Crowe**, VIHA’s Chief Medical Officer.

The holistic centre’s staff includes nurses, councilors, support workers, a clinical coordinator and administration, supported by visiting GPs and RNs. Psychiatrist **Dr. Rif Kamil** lives in the community and, with community leaders, has established a unique 8-week program to address drug and alcohol abuse, followed by ongoing counseling and support.

Videoconferencing has been beneficial for this remote community, and the band would like to see it used more for health care. The challenge of access to emergency services, and the request for a sea ambulance, was also raised, given the isolated location of the village.

The board and executive thoroughly enjoyed their visit to Ahousaht and look forward to working with the community to find ways to meet their care needs. •