

# Currents

'Junior Is On The Ball - Long Beach' - Photo John Hillis, EHO, Campbell River

A newsletter for staff, physicians, volunteers and affiliates of the Vancouver Island Health Authority

## Your Prescription for Better Health in 2012

Ever wonder why we are so quick to buy the latest health supplement when a study even *hints* that it might help, but we tune out when doctors tell us about the advantages of exercise? Talk about a miracle drug; regular exercise:



- Lowers blood pressure and improves circulation to cut the risk of heart attack and stroke;
- Improves lung function, and strengthens heart, muscles and bones to prevent chronic diseases;
- Improves posture and mobility to provide a greater quality of life;
- Releases serotonin and endorphins to avoid depression and relieve pain;
- Boosts immune system; and
- Relieves muscle tension and stress, improves sleep.

To get started, 'little and often' is the golden rule. As little as 30 minutes of brisk walking, cycling, swimming or gardening, five times a week, will get the heart and other muscles working. Try to be more active every day and build it into your routine.

Check out our [health and wellness programs](#) for more information: Username: *healthy* - Password: *living*.

## 2012 Resolution: Let's Use Plain Language

As we look forward to a new year, let's say 'goodbye' to corporate jargon that is better left in the past:

**Outside the box;** Low-hanging fruit; Synergy; Loop me in; Bring to the table; **Value-add;** Actionable items; Circle back; **High level;** **Learnings;** Next steps; the Ask; **Go-forward basis...**

## Trillium Achieves 9% Reduction in Electricity Use

You can make a difference and simple actions do add up to big results. This is the lesson from a little site that did!

BC Hydro sponsored green teams at five VIHA sites, the smallest being Trillium Lodge. This summer Trillium's green team launched a "Turn-it-off" campaign, and as a result, achieved more than a 9% reduction in electricity. Everyone reduced energy wherever they could by turning off lights and computer monitors, as well as unplugging equipment that wasn't needed. The lesson for all of us is:

- You can make a difference!
- Simple steps like turning off lights, monitors and other equipment not in use really works!
- Energy efficient technology alone isn't enough; we need **your** help to reduce energy use and green house gas emissions.

"I'd like to thank the Trillium Green Team and Trillium staff," says Energy Manager **Joe Ciarniello**. "Your efforts to reduce energy use have truly made a significant and sustainable difference."



Penny Giesbrecht points out energy savings at Trillium Celebration.

## VIHA Aboriginal Recruitment & Retention Advisory Committee

VIHA is striving to be a Vancouver Island Aboriginal “employer of choice” by creating a workplace which is culturally safe for all employees, including Aboriginal Peoples.

To support Aboriginal recruitment and retention efforts we are creating a Recruitment & Retention Advisory Committee. This committee will advise the organization on recruitment and retention issues affecting Aboriginal job seekers, applicants and VIHA employees.

We are looking for three Aboriginal, Métis or Inuit employees to be a part of the Committee on an ongoing basis, with a commitment to attend two meetings per year and review email material from time to time throughout the year.

To learn more or to put your name forward to be a committee member contact Steve Sxwithul'txw, Aboriginal Employment Advisor by January 31, 2012 at: [Stephen.Sxwithultxw@viha.ca](mailto:Stephen.Sxwithultxw@viha.ca).



Thank you ~ *Huy ch qa*

## Staff Profile - Anna Callegari

VIHA Pharmacist, **Anna Callegari** travelled to Africa in 2007 to volunteer with Ndi Movo Palliative Care Centre in Malawi.

**What was your most memorable experience abroad?** “The enormity of the AIDS pandemic. Patients dying on dirt floors in mud huts, without the benefit of even a mat or blanket, or medication for pain. It was then that I dedicated myself to raising funds and awareness for Palliative Care services in Malawi.”



L-R: Volunteers Anna Callegari; Lucy Finch and Beth Gessinger

**What you like best about your job?** “I enjoy the team atmosphere at CDH. Palliative care is my greatest passion and I have been fortunate to practice in a number of related settings over my career.”

**How would you describe yourself?** “I am enthusiastic and passionate about my work in Africa. Visit <http://www.africanimpact.com/> and do what you can to help.”

## Well Wishes Volunteers Are On The Case!

It was a regular afternoon at Nanaimo Regional General Hospital and our trusty volunteer was in her usual spot at the Information Desk. The day was going smoothly; she'd given out hundreds of cheery smiles and helped many visitors find their way. Little did she know, the afternoon was about to get interesting.

When several emails came in to the Well Wishes account, she sprang into action, firing them off to the printer. Right away she knew something was wrong. The patient was listed only as “Grace” – no last name or room number. How would she track down this mysterious

Grace and deliver the Well Wishes that would calm her worry about those she was missing at home and lift her spirits to ease her pain and speed her healing?

Our heroine knew that a good volunteer never gives up! She did some detective work and closed the case with a happy ending. Grace's smile when she read her notes from family and friends made the work worthwhile. Well Wishes volunteers – now at NRGH and coming soon to a hospital near you – offer a great reminder that caring is in the little things and healing is often about more than medicine. Read about Well Wishes at [www.viha.ca/finding\\_care/hospital/wellwishes.htm](http://www.viha.ca/finding_care/hospital/wellwishes.htm).



## Provincial Academic Detailing Service has expanded in VIHA

The BC Provincial Academic Detailing (PAD) Service connects clinical pharmacists with family physicians and other health professionals to discuss selected drug therapy topics. All drug information provided is extensively researched, evidence-informed and peer reviewed.

“We are providing clinicians with balanced and concise drug information that can be incorporated into daily practice” says **Dr. Cait O’Sullivan**, a clinical pharmacist for Central/North Island. “The feedback has been positive and we are happy to see this service expand in VIHA.”

Each session lasts between 15-60 minutes and meets the accreditation criteria of the College of Family Physicians of Canada for 1.0 Mainpro-MI credit. Most visits are conducted in-person, but Web conferencing is another practical option.

To book a session at a time/place convenient for you, contact one of VIHA’s clinical pharmacists listed below.

**Linda K. Brown, BSc (Pharm), MSc**  
Greater Victoria/South Island  
(250) 213.3465 [Linda.Brown@viha.ca](mailto:Linda.Brown@viha.ca)

**Cait O’Sullivan, PharmD, BScPh, BA**  
North/Central Island  
(250) 202.0829 [Cait.OSullivan@viha.ca](mailto:Cait.OSullivan@viha.ca)

**Irma Andersen, BSc (Pharm)**  
South/Central Island  
(250) 701.1040 [Irma.Andersen@viha.ca](mailto:Irma.Andersen@viha.ca)

For more information, visit:  
[www.medmatters.bc.ca/info-hprof/pad.html](http://www.medmatters.bc.ca/info-hprof/pad.html)



VIHA’s pharmacists are part of BC’s PAD team.  
**Linda Brown** (back row, far left) **Irma Andersen** (middle row, far left); and **Cait O’Sullivan** (middle row, centre)

## Know Your Local Health Area

Did you know that LHA 69 (Qualicum) scored better than BC and VIHA on 7 out of 8 housing determinants of health? Or that the residents of LHA 62 (Sooke) have the lowest rate of Congestive Heart Failure in VIHA?

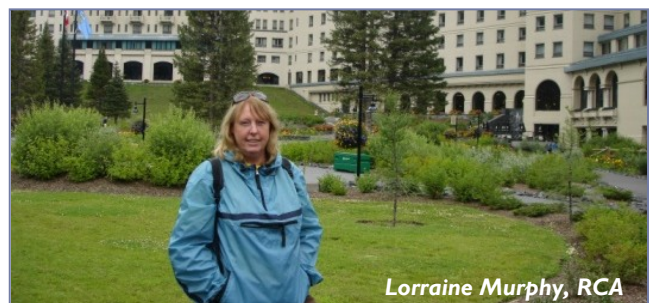
Want to learn more? VIHA now offers a comprehensive snapshot of each of VIHA’s 14 local health areas (LHAs) online at [www.viha.ca/mho/stats/](http://www.viha.ca/mho/stats/).

VIHA’s Planning and Community Engagement (PACE) department developed LHA profiles to give an overview of the population, health status and health needs of each area. Each profile contains information about geography, transportation, and demographics as well as data related to the social determinants of health, health status indicators and the use of different types of health services. PACE will update the profiles on a yearly basis and publish them along with other health and population statistics for the public. To view the 2010 profiles, visit [www.viha.ca/mho/stats/](http://www.viha.ca/mho/stats/).

## A Round of Applause For...

### Lorraine Murphy in Victoria!

**Tamara Vandyk** from NRGH has some kind words to share about Lorraine: “[She is] such a wonderful person - always pleasant, reliable, dedicated - just a true STAR. Always a pleasure to call you, Lorraine! I can only imagine how exceptional you are with the patients and staff on the floors.”



Know someone worth celebrating? Sure you do! Visit <https://intranet.viha.ca/lunchroom/Lists/applause> to share. We will draw a person or group each month and feature them in *Currents*.

## Patient Care Centre Wins Community Award

**C**ongratulations to ... us! At the 20<sup>th</sup> Annual Commercial Building Awards VIHA picked up the *Times Colonist Community Award* for the Patient Care Centre at the Royal Jubilee Hospital.

The event, which took place on November 28, 2011 in Victoria, recognizes excellence in commercial development throughout the Greater Victoria area. To be eligible, projects had to have been completed between June 1, 2010, and May 31, 2011.

PCC project leads, **Rudi Van den Broek** and **David Leadbetter** were on hand to accept the award. "This award recognizes the countless hours that VIHA staff and clinicians devoted to every detail, every decision – making the PCC one of the best hospitals on the planet," said Van den Broek, VIHA's Chief Project Officer.

Judges based their final decision on projects that are sensitive to the environment, are aesthetically pleasing and answer a specific developmental need within the community. When it comes to the PCC, we couldn't agree more.



*Rudi Van den Broek receives the Times Colonist Community Award. This special award is one of many accolades the RJH PCC has received.*

## 3 Reasons To Check Out A Mentorship Workshop

1. **Get a fresh perspective.** See your work through the eyes of another generation, culture or discipline.
2. **Sharpen your skills.** Learn about mentorship, adult learning and how to give and receive feedback.
3. **Boost someone's confidence.** Share your experience to smooth a new staff member's transition to VIHA.



**Darin Abbey**, a Clinical Nurse Educator at NRGH ED describes the mentorship workshops as a way to "... bring together professionals from assorted disciplines, all with differing perspectives and experiences, and help facilitate a shared understanding of the benefits and opportunities associated with mentorship."

Join us at a Foundational Mentorship Workshop, happening twice a month from January through March 2011. Register online at: [https://intranet.viha.ca/education/Lists/Calendar/course\\_calendar.aspx](https://intranet.viha.ca/education/Lists/Calendar/course_calendar.aspx) or by email: [lad@viha.ca](mailto:lad@viha.ca) or phone: 250.519.6950. Questions? Contact [Linda.McCune@viha.ca](mailto:Linda.McCune@viha.ca).

## Foundation Gala Success

**T**he Victoria Hospitals Foundation's 21<sup>st</sup> annual *Visions* black-tie gala raised an incredible **\$436,000** this November! VHF's Fall Campaign, which includes *Visions*, aims to raise \$595,000 to purchase 94 vital signs monitors for the Heart Health and General Surgery units in the RJH Patient Care Centre.

More than 60 dedicated VIHA employees volunteered their time, led by volunteer committee co-chairs **Rob Crisp** and **Donna Murphy**. VHF is extremely grateful to everyone who worked so hard to help make the event a success.



*Visions Volunteers are dressed and ready to go at the November black-tie event.*

## Share Your Intranet Ideas

**T**hank you to everyone who has taken the time to send in feedback about the VIHA Intranet. Here are some of the latest changes based on your suggestions:

- The [home page](#) is less cluttered with a new "spotlight" area
- You can now [find a form](#) by category, department or title
- If something needs repairs but you are not sure who to call, check the [fixes and repairs](#) page

Over the coming months, we will continue to make improvements based on your suggestions. Please send your ideas and feedback to: [webcommunications@viha.ca](mailto:webcommunications@viha.ca), and we will do our best to respond.

## Optimist or Pessimist?

*I'm impressed every single day by the amazing work in VIHA. We have great staff and leaders, great programs, and provide high quality services internally and externally. Our safety record is improving. We are talking about safety. Our culture is changing as we embrace safety as a priority for both staff and patients.*

*But at the same time, I'm frustrated by things that get in the way of making it even better. Short cuts, not always following safe work practices, lack of timely follow up on incidents, the constant rush we are in and poor communication about risks in the workplace.*

*Ultimately I believe that people will do the right thing, increase their personal safety behaviours and be considerate of how their words and actions impact others.*

*Let's welcome 2012 with an optimistic and 'can do' attitude that builds our culture of safety and celebrates our safety successes.*

**Lesley Moss**, Executive Director,  
Occupational Health and Safety



## Occupational HEALTH & SAFETY

### Safer IVs for VIHA

A new product is helping to prevent needle sticks and blood exposures for VIHA healthcare workers who start IVs. The new BD Insyte Autoguard has already been implemented in North Island. The design decreases the chance of blood leakage when IVs are being started, and there's a push button shield so the needle retracts into the safety barrel before withdrawal, preventing needle sticks.

Campbell River Hospital obstetrics nurse **Shelley Adie** likes the design, and says "the best thing is not seeing blood leaking onto the patient's hand."

Conversion to this safety product is complete in North Island. Training and implementation will roll out through Central and South Island sites over the next two months.



*Shelley Adie, RN demonstrates the new safety IV product.*

Questions? Contact your local IV Therapy Coordinator or **Stacey Denton**, Supply Chain Clinical Coordinator  
[stacey.denton@viha.ca](mailto:stacey.denton@viha.ca)

### Don't Let the Flu Get You!

Flu has arrived on Vancouver Island, and the BCCDC is warning this year's strain, A-H3N2, is causing more severe illness than usual, particularly for older adults. The good news is, this strain is included in this year's vaccine. The bad news is, less than 40% of VIHA staff have been immunized.



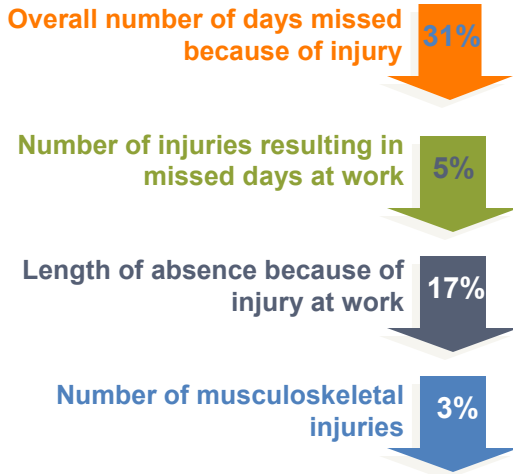
You can still get a flu shot from a Flu Champion on your unit, or at Employee Health clinics. Clinic hours have been extended and additional clinics are planned this month to make it convenient for you to get immunized. Find out where at [http://www.viha.ca/occ\\_health/safety\\_prevention/employee\\_health/immunizations.htm](http://www.viha.ca/occ_health/safety_prevention/employee_health/immunizations.htm).

During a flu outbreak, work restrictions will apply to staff who are not immunized. Don't wait any longer to get your flu shot, especially if you work in direct acute or residential care, or have an elderly relative at home. Remember, it takes two weeks to develop immunity.



## Safety and Prevention ... *by the Numbers*

VIHA staff are thinking more about safety on the job, and getting hurt less as a result. The injury rate continues to drop. In the past year, our increased awareness about safety means:



If you don't think these are pretty awesome accomplishments – consider this: four years ago, VIHA had the highest injury rate of all BC Health Authorities, with 15 injuries per 100 full time employees. This year, that rate is 9.2, and we're the only health authority that has a rate that is steadily dropping!

Some other highlights for Occupational Health and Safety this year include:

- The purchase of more than 4,500 new **overhead slings**
- 79 managers and supervisors attended **Safety Boot Camp** since summer
- Nearly 5,000 VIHA health care workers fit-tested for **N95 masks**
- 8,200 **flu shots** for staff, and 1,500 other vaccinations
- 69 **MSI coaches** working in hospitals, residential care, home and community care and support services

VIHA is also taking part in province-wide Health and Safety in Action Initiatives to determine best practices for safe patient handling in residential care, provide healthcare specific violence prevention education, and to improve reporting systems for incidents and injuries.

### Manager Support Team

Every day managers throughout VIHA work hard to create a safe quality work place for staff, patients, residents, and families. To help them in this work, the Manager Support Team (MST) was created. Since September 2010, the MST has been working with managers (274 of them if you are counting) to help find improvement in three key areas that are closely linked to a safe and healthy work environment – sick time, overtime, and injury rates. This can be big work that requires support from multiple VIHA departments including Human Resources, Occupational Health and Safety, Professional Practice, and Staffing Services.

## Spotlight on Safety

### Sandra McGuinness - Consultant, Manager Support Team



Sandra has filled many roles in her 10 years at VIHA, but loves how her current work, helping managers understand the work life indicators for their units, is helping to build a safe, quality work environment for VIHA staff. "If it relates to sick leave, overtime or injury – I can help you navigate reports, supports and resources, and use those to develop improvement strategies."

Sandra is busy away from work as well, with three kids aged 12, 10 and 8, spending family time boating, swimming, exploring and just hanging out in nature. Her safety wish for VIHA is that more staff members take time to report near misses. "Even if you didn't get hurt, there's a chance for us to look at the factors involved, and perhaps make some improvements that will prevent someone else from getting hurt."



Sandra McGuinness and family

For more information on how you can stay safe on the job, check out our [website](#)