

Recognizing Aboriginal Culture

Raising teepee sheds light on diversity

By Michelle Willcott, Public Affairs Officer, MCH



Two symbols of hope and healing—a teepee and a hospital—have come together at the Misericordia Community Hospital. On May 8, 2008, the Misericordia celebrated Aboriginal culture by raising a teepee for patients and staff in the cafeteria courtyard. The celebration included

traditional smudging, blessing and pipe ceremonies, as well as a delicious feast enjoyed by all.

Caritas Health Group representatives in attendance included Jan Schimpf, Acting Associate Vice President Operations, Bonnie Bucher, from Spiritual Care, and Kyle Campiou,

Caritas' Aboriginal Cultural Helper. The Cultural Helpers work in a variety of facilities throughout the Capital Health region, to ensure First Nations, Métis and Inuit patients and their families have a guide to support them during their hospital stay. Representatives from the Aboriginal community, including Elder Bob Cardinal and Elder Eva Beretti were also in attendance.

This event, a first for Caritas, promotes awareness about our Aboriginal patient population. "At the Misericordia Community Hospital, we serve a significant Aboriginal population," says Jan. "We hope these patients not only benefit from our care but also from the hope and strength that the teepee provides."

"The teepee represents our commitment as an organization to respect diverse cultures and traditions of the people we serve in keeping with our faith-based and holistic approach to health care. In many instances, the inner strength patients draw upon to face their illnesses is rooted in a rich cultural experience that should be promoted and expressed," adds Gordon Self, Vice President, Mission, Ethics and Spirituality.

The teepee will remain standing until October 2008. To learn more about the Aboriginal Cultural Helper program at the Misericordia, please contact Kyle Campiou at 780-735-2630. ☒

President's Notes

One day Alice came to a fork in the road and saw a Cheshire cat in a tree. "Which road do I take?" she asked. "Where do you want to go?" was his response. "I don't know," Alice answered. "Then," said the cat, "it doesn't matter." - *Alice in Wonderland by Lewis Carroll*

In times of change and challenge, having a clear picture of where you want to go and what you need to do is critical. As the government begins work on reshaping the provincial health care structure, and as we emerge from a long, hard winter of service, our sure sense of direction and unwavering commitment to our purpose as an organization is our greatest strength.

Thank you for holding fast to what is essential—serving our patients and residents with

compassion and skill—no matter what the challenge. Your ability to connect with each person you encounter in your busy day and to do those things that make the difference is pure mission at work. And it's the rock on which we will build our future as an organization.

Summer is coming. I hope to see many of you at Caritas Express sessions and the Caritas Staff Picnic in June. And I wish for all of you some rest and relaxation, time with your family, and safe travels wherever you go this summer.



A stylized, handwritten signature in black ink, appearing to read 'Patrick Dumelie'.

Patrick Dumelie
President

Grey Nuns Celebrating 20 Years of Service

By Tadra Boulton, Regional Manager, Public Affairs, GNCH and MCH

Staff, volunteers and physicians at the Grey Nuns Community Hospital enjoyed a free barbecue to celebrate the hospital's 20th anniversary on May 5, 2008.

In honor of the hospital's anniversary, the seating area of the cafeteria received a fresh coat of paint to update the colours, and new banners were hung from the rafters in the main lobby, which was decorated with balloons and displays including a timeline highlighting some unique events in the hospital's history.

All departments were invited to create a birthday card to share in the



Val Stockdale, Orthopedic Technician (left) and Irena McEachnie, Clinical Assistant from the Outpatient Department with their winning card.

celebration and compete for a catered party for their area. All cards submitted were truly amazing! ☺



What's a birthday party without cake—Linda Chow-Turner (left) Corporate Director, Hospitality & Clinical Nutrition and Karen Galenzoski, Vice President, Human Resources served cake decorated with a photo of the hospital.

2008 Mission Award Recipients

The Grey Nuns ICU Team and Karen Macmillan, Director, Medicine Program, and currently serving as Acting Associate Vice-President, for the GNCH, are the proud recipients of this year's Mission Awards. The announcement was made at a gala ceremony on April 24th at the Oasis Edmonton Conference Centre. The 45 individuals and 21 teams nominated by their peers for the 2008 Mission Awards represented all areas of our organization from the emergency room to volunteer services. "The skills, courage, resourcefulness, and compassion that these individuals and teams bring to work each day have a tremendous impact on the lives of our patients, residents, family members and colleagues," says Gordon Self, Vice-President, Mission, Ethics and Spirituality.

Team Award 2008

Intensive Care Unit Team

Grey Nuns Community Hospital



When a critically ill patient and their family come to Unit 24 at the Grey Nuns, a multidisciplinary team gathers around them to provide them with everything that they need. The ICU Team makes "everyday moments" into extraordinary testimonies of human connection, compassion and selflessness. Members of the multidisciplinary team shine their lights over the lives of the patients and family members they care for and go the extra mile to heal and comfort them. As a colleague says, team members are happy to talk to a patient in a coma, to take a lonely patient for a walk, "to drive family members to their hotels because they are too distraught to do so", and to collect clothing for their homeless patients, everything despite the pressures on an extremely busy unit.

"We do the best for all our patients, not just certain patients. We strive to do what we can and make sure that we not only provide care, but also see the patient as a whole person," says Maureen Haughian, Patient Care Manager, Cardiac Services & Critical Care, GNCH.



Individual Award 2008

Karen Macmillan

Director, Medicine Program and Acting Associate Vice President for the GNCH
Grey Nuns Community Hospital

A supportive mentor and a "visionary leader", Karen inspires the Grey Nuns Medicine Program team to reach their full potential while providing safe, considerate and ethical care. As one of her colleagues explains, "Karen faces the challenges of health care with a warm smile, a compassionate heart, endless energy, boundless spirit, deep commitment and devotion to her colleagues."



"Ever since the inception of the award I have taken it upon myself to nominate people that I think are exceptional and that live the mission and values of Caritas. I nominate individuals and teams that are what I think care should look like. So, I was thrilled to be nominated; but to actually receive the award was a shock!" explains Karen.

The Caritas mission and values resonate very strongly with Karen. She has based her interactions with colleagues and patients on the values of dignity, respect and compassion, and she firmly believes in striving to serve the needs of those most vulnerable. ☒

Patients in Rural Areas Breathe Easier Thanks to Telehealth Rehabilitation

By Carmen Carvajal, Communications Coordinator



Tina Jourdain, Respiratory Therapist with Breathe Easy patient, Don Callihoo.

Pulmonary rehabilitation via telehealth has been proven to be an effective approach to improve the health of people suffering from Chronic Obstructive Pulmonary Disease (COPD) and living in rural areas. The results from a study completed by the Caritas Centre for Lung Health offer hope to those suffering from a devastating disease that is the fourth leading cause of death among Canadians.

Chronic Obstructive Pulmonary Disease is a respiratory disease caused primarily by prolonged smoking and characterized by the inflammation or obstruction of the airways. The two major forms of the disease are emphysema and chronic bronchitis. There is no cure for this disease that affects 4.8 percent of women and 3.9 percent of men in Canada.

The increase in referrals and the lack of access to pulmonary

rehabilitation programs in rural areas prompted the Caritas Centre for Lung Health to undertake a pilot program to offer rehabilitation using telehealth technology. With 15 years of experience in pulmonary rehabilitation acquired through the Breathe Easy Program it was logical that the Centre be selected as the telehealth host site for the project.

Patients from areas as far as Grande Prairie register in an 8-week program delivered twice a week in satellite centres (i.e. a community centre) equipped with telehealth equipment and a facility with exercise space. During this time, patients consult with a pulmonologist, attend educational sessions covering topics such as anatomy, nutrition, and medication, and participate in exercise activities guided by a respiratory therapist.

The study shows that those patients who complete the program

experience significant improvements in their health. “By learning the proper breathing techniques, exercising regularly, and getting their muscles in better shape, patients are able to walk longer distances and improve their quality of life,” says Tina Jourdain, Respiratory Therapist. “They feel stronger, less anxious and are able to get out of their homes and remain independent.”

Although, there is no cure for COPD, treatment can help patients manage their condition. “Some patients are afraid of exercising since they get short of breath. Our program basically helps to get them started on a regular exercise routine. They learn to know the pace they should walk, if they need to use oxygen, what exercises they should do and how often. We hope that once the program is finished they take this knowledge to continue exercising either at home or at a local facility,” explains Tina.

In Canada, there are only 98 pulmonary rehabilitation programs most of them located in Ontario and Quebec – with a capacity to serve only 1.2 percent of the total COPD population. The use of telehealth could help expand access to pulmonary rehabilitation across Canada and at a lower cost than the regular programs.

The next step for pulmonary rehabilitation via telehealth will be to incorporate the use of stethoscopes in patient assessments. This will allow the pulmonologist to perform patient checkups live, which will allow for more accurate results.

The pilot pulmonary rehabilitation study received grant funding from the Caritas Research Trust Fund and Alberta Health and Wellness. The program is now offered under the Caritas Centre for Lung Health's Breathe Easy Program and receives permanent operating funding from the Capital Health Regional Telehealth. **†**

New Capacity Assessment Model at Caritas

By Carmen Carvajal, Communications Coordinator

A new model developed by the Misericordia Community Hospital will help streamline and standardize the way hospital staff assess the capacity of patients to make decisions. "This new model is supportive of Caritas ethical principles and ensures that patients have the capacity to make their own decisions regarding their health care choices. It will prevent any unnecessary and inappropriate assessments that could be an assault on patients' dignity," says Gordon Self, Vice President, Mission, Ethics and Spirituality.

Health care professionals use capacity assessment as a process for determining whether there is sufficient evidence to declare a person incapable of managing their affairs. Despite the significance of such a decision, Dr. Jasneet Parmar, Site Leader, Geriatrics, Misericordia Community Hospital, explains that "There are a lot of pitfalls in the way that capacity assessment is done nowadays."

One clear pitfall occurs when practitioners assume that if a patient or resident is not able to make one type of decision, then he or she may lack capacity to make any decision. Dr. Parmar emphasizes that "the incapacity to make one decision does not mean the patient is incapable of making all decisions."

The main objectives of the new capacity assessment model are to strengthen the front-end screening and pre-assessment processes, to clearly define team member roles, to document and organize information collected with the assessments, to educate and mentor staff, and to measure utilization/outcomes.

The new model was developed and piloted by a tri-site and multidisciplinary group from January 2006 to December 2007. The model has been approved for implementation in all Medicine teams and units at the Misericordia and Grey Nuns Hospitals. ☒



GNCH Team: From left: David Sinclair, Psychologist; Monika Meyer, Administrative Assistant to Medicine, Geriatrics, Stroke and Palliative Care Programs; Barb O'Brien, Manager, Rehab Services; Bonnie Launhardt, Nurse Practitioner; and Dr. Harry Zirk.



MCH Team: From left: Tara Meyer, Occupational Therapist; Gordon Self, Vice President, Mission, Ethics and Spirituality; John Long, Social Worker; Alison Morin, Director, Medicine and Geriatrics; Anna Braslavsky, Project Analyst; and Dr. Jasneet Parmar, Site Leader, Geriatrics.

Next Generation of Infusion Pumps

By Carolyn O'Handley, Senior Public Affairs Officer, Information Systems & Equipment, Capital Health

New infusion devices called "Smart Pumps" are rolling out across the region. Smart pumps improve the safety of intravenously administered medication by checking programmed settings against guidelines for both drugs and patients. These pumps will help care providers intercept and correct potentially serious infusion mistakes before they happen.

Each smart pump contains customized drug libraries with up to 1500 drug records, which provide decision support to care providers.

Smart pumps sound an alert when an infusion program is outside a particular medication's recommended parameters, such as dose, dosing unit, rate or concentration.

"While patient safety is everyone's top priority, smart pumps provide an extra layer of protection by alerting care providers when an infusion program is outside pre-established dosage limits, thereby reducing the likelihood of an incorrect dose getting administered to a patient,"



says Geniene Stokowski, Clinical Nurse Educator, Misericordia Community Hospital.

Smart pumps will be implemented at Caritas hospitals in September, 2008. For more, visit www.intranet.capitalhealth.ca/smartivpumps ☒

Ask a Therapist About Burnout Prevention

By Fred Leger, Registered Psychologist, Family Service, Catholic Social Services

An increasingly frequent problem in the work environment today is burnout, a physical and psychological condition that develops due to the exposure to chronic stress. Chronic stress occurs when the demands of a job or personal life, or both, exceed our capabilities. Moreover, people in the helping professions, especially within Christian Communities, may be at greater risk due to altruistic values often unconsciously driving an overactive work ethic. Having experienced burnout earlier in my career, I can empathize with others who have, or may be headed in that direction. I was further privileged to have accessed counselling for it.

Approaching burnout, the body and mind become overwhelmed, resulting in the loss of feeling 'in control'. When this occurs, the body secretes adrenalin designed to prepare for high-level performance, normally to overcome short-lived threats. But when the stress level remains high, the adrenalin gland prepares for a prolonged battle by secreting a super-adrenaline called

cortisol. According to Dr. Mark Mengel of the Mayo Clinic and the US National Institute of Health, in preparation for a long battle, cortisol turns down the dial on body functions controlled by the immune, digestive and other body systems in order to send fuel to the muscles to prepare for the 'fight'.

If this long battle never ends the body's systems, maintaining physical and psychological well-being, remain in 'standby' mode, not properly fulfilling the maintenance functions that they should. At this point, the body and mind become vulnerable to external threats invading the body because of weakened defenses. Speaking with a supervisor if the stress is work-related, or a counsellor if experiencing domestic turmoil or lacking life balance, can help prevent burnout from taking its toll both physically or mentally.

Having worked as a counsellor for years, I have yet to meet an abnormal person. But I've met many people who have had abnormal experiences, including

overwhelming professional and domestic responsibilities, dysfunctional childhoods, and trauma which continued to negatively impact their lives until successfully reprocessed in counselling. We are unconsciously 'programmed' by negative (and positive) experiences and counselling is simply a resource clients use to reprogram, or reframe, these experiences to work for them rather than against them.

Viewed from this perspective, clients or families are experts on themselves. But trauma can interfere with their ability to access internal resources, both physical and psychological. Counselling merely facilitates the process of reconnection and reinforce client control. In successful counselling, the locus of evaluation remains within the client or family and not within the counsellor.

Please call the Employee Assistance Program Intake line at 420-1967 if you have any questions or concerns regarding burnout. We are here to help! ☒

New Tool for Nutrition Assessment

By Michelle Booth, RD, GNCH and Rachel Leung, RD, MCH

Have you ever wondered how many calories your body burns every day? Or how many calories your patient needs? To answer this question, dietitians have often used predictive equations, which take into consideration a person's weight, height, age, activity level, and 'stress' factors to estimate a daily calorie expenditure.

A new technology, the Metabolic Cart, now helps dietitians determine more accurately the patient's energy needs and nutrient fuel balance. Considered to be the 'gold standard' of nutrition assessment, this portable hospital equipment allows the dietitian to

tailor nutrition support, be it Total Parenteral Nutrition (TPN), tube feeding or oral diet, to the individual patient's needs.

Metabolic Cart testing is often used for patients with significantly altered resting energy expenditures (the number of calories the patient is burning while in a resting state), for whom predictive equations may not be accurate. Examples include patients with multiple stressors, neurological trauma or disorders, multiple trauma, burns, transplants, amputations, morbid obesity, severe underweight, and a lack of an accurate weight measurement.



Testing may also be indicated for patients who are not responding to nutrition support.

The Grey Nuns and the Misericordia each have a Metabolic Cart available for use during the week. For more information, please contact: Michelle Booth, RD (pager 401-0772) at the GNCH and Rachel Leung, RD (pager 445-3366) at the MCH. ☒

Caritas Community News

Caritas Express Sessions

Stop by the upcoming Caritas Express to get the news and to ask questions about issues impacting your work at Caritas. You are encouraged to attend this 20-minute interactive session with Caritas President Patrick Dumelie.

- EG: Mon, June 16 at 2 p.m.– Auditorium
- GN: Tue, June 17 at 2 p.m.– Auditorium
- Youville Home: Wed, June 18 at 2:30 p.m. – Auditorium
- MCH: Thu, June 19 at 2 p.m.– Auditorium



World-renowned head and neck reconstruction program takes another step forward

In April, Capital Health, Caritas Health Group and the University of Alberta announced a new partnership that formalized the transformation of the Craniofacial Osseointegration and Maxillofacial Rehabilitation Unit (COMPRU) into the Institute for Reconstruction Sciences in Medicine (iRSM).

iRSM is an internationally unique environment that promotes innovation in patient care within a defined collaborative structure by supporting clinician-researchers through joint university/health care appointments, world class infrastructure and facilities, and formal interdisciplinary partnerships and programs.

“This institute will build on the strong foundation formed by COMPRU. Researchers and health providers will work together to solve real world problems and to offer patients the benefit of access to leading edge technologies. iRSM integrates activity distributed throughout the Capital Health Region, with the intent to create the pre-eminent international institute for reconstructive medicine and science,” says Patrick Dumelie, President of Caritas Health Group.

New Area Code and 10 Digit Dialing

To meet the growing demand for telephone numbers, a new area code (587) will be assigned to all new numbers in Alberta beginning September 12, 2008. Existing numbers will remain the same. All Albertans will also have to dial 10 digits each time they make a phone call.

What you can do to prepare

Beginning June 23, you will hear an automated announcement asking you to include the area code every time that you dial a 7 digit number. This will help you get into the habit of 10 digit dialing.

You must ensure that the area code is added to phone numbers in the following documents:

- forms
- phone lists and telephone directories
- business cards and stationery
- email signature and contact information in the Global Address list

More information and instructions will be distributed via the Caritas TUG (Telecommunications User Group) membership.

Please remember that within Capital Health and Caritas we are able to dial 5 digits between our sites. When a phone number begins with 780-735, 780-482, 780-407 and 780-342, you do not have to dial the whole number. Only the last 5 digits are required.

100th Anniversary of the EGH School of Nursing

On April 25, 2008, 300 nurses gathered to celebrate the 100th anniversary of the founding of the EGH School of Nursing. The event was organized by the Edmonton General Hospital Nurses Alumnae.

Archbishop Emeritus J.N. McNeil celebrated a mass at the Santa Maria Goretti Church, followed by a banquet at the Santa Maria

Goretti Community Centre. Classmates reconnected and rejoiced at seeing each other again. Amidst laughter and tears, members reminisced about the wonderful experiences they had at the School.

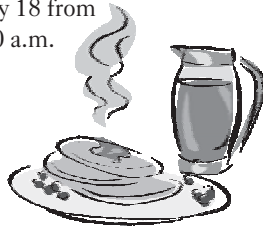
Margaret Hadley provided greetings from CARNA, and Sister Alice Romanchuk, from the class of 1959, reflected on the history of the founding of the School of Nursing by the Grey Nuns.

It was a spectacular evening and one that shall be remembered for years to come.

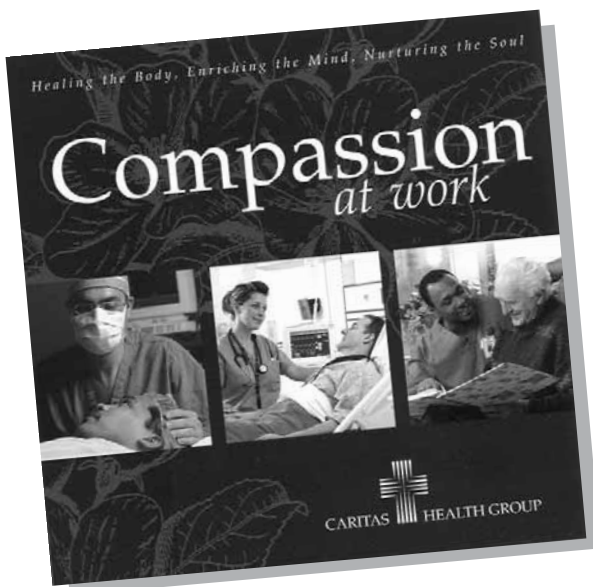


**Caritas Capital X
Staff Pancake Breakfast**

- GN Sunshine Cafeteria
Wednesday, July 16, from
7 to 10 a.m.
- EG Auditorium
Thursday, July 17 from
6:45 to 10:30 a.m.
- MCH Garden Cafeteria
Friday, July 18 from
7:30 to 10 a.m.



Caritas recognized with award



The Caritas video “Compassion at Work” was awarded third prize in the Multi-Media Production category of the 2008 Hygeia Awards. The awards presented annually by the Health Care Public Relations Association of Canada (HCPRA) recognize excellence in communications within the health care sector.

Caritas Annual Picnic

Caritas staff, physicians and volunteers are invited to the Annual Caritas Staff and Family Picnic on Wednesday, June 18 from 5 to 9 p.m. at Fort Edmonton Park. Bring your family and friends along. There will be fun activities for young and old, including access to the Old Midway and Exhibition. The cost of admission is \$4 for adults and \$3 for children aged 12 and under, and is payable at the gate.

Staff Education

Fall 2008 Organizational Development Sessions

Personality Dimensions® ½ Day Awareness Sessions

- September 11 (Thursday) 8:30-12:00, Room 2R06, EG
- September 19 (Friday) 8:30-12:00, Room 121, MCH
- September 26 (Friday) 12:30-4:00, Room B0647, GN

Personality Dimensions® & Achieving Personal Balance

- October 8 (Wednesday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Leadership

- October 21 (Tuesday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Conflict

- November 6 (Thursday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Communication

- November 21 (Friday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Dealing with Difficult People

- December 4 (Thursday) 8:30-12:00, Room 2R06, EG

For information or to register contact Cathy Kirkland at 735-2724, e-mail CathyKirkland@caritas.cha.ab.ca or visit www.intranet.cha.ab.ca/Caritas-OrgDevelopment

For information on how you can support the Caritas Hospitals Foundation or for details on our Planned Giving opportunities, please contact:

Caritas Hospitals Foundation
3C60, 11111 - Jasper Avenue
Edmonton Alberta T5K 0L4
780-482-8126 (phone)
780-482-8195 (fax)
foundation@caritas.ab.ca
www.caritashospitalsfoundation.org



Caritas Hospitals Foundation

A Foundation of the Edmonton General • Grey Nuns • Misericordia

insight

A newsletter for the Caritas community

Carmen Carvajal, Editor
Tél: 780-482-8307
carmencarvajal@caritas.cha.ab.ca

Layout and watermarked
photography by
Caritas Audio Visual Services

