

Caritas Consults with *the Community*

Caritas Health Group went into the community this spring to get some advice on the directions we might take to be of greater service to the community. This external consultation followed a major internal consultation with 400 staff, physicians and volunteers earlier this year.

From April to June 2007, Caritas held 24 sessions with leaders from the community to obtain input into the organization's vision and strategic directions. Almost 300 individuals—representing nine broad stakeholder categories and 100 organizations, agencies and groups—met with Caritas President Patrick Dumelie, Board Chair John Brennan and members of the Board and executive. Participants included mental health leaders, members of the Catholic community, city councilors, business executives, faith leaders and many others who influence, support or share our work.

"The feedback was tremendous and session after session, we saw strong evidence of community's appreciation and support for our work as a faith-based provider."

-CARITAS PRESIDENT PATRICK DUMELIE

"This was the first major external stakeholder consultation process for Caritas since its formation in 1992," says



Caritas President Patrick Dumelie speaks during a community consultation at the Grey Nuns Community Hospital in June 2007.

Patrick. "The feedback was tremendous and session after session, we saw strong evidence of community's appreciation and support for our work as a faith-based provider."

Participants responded positively to Caritas Health Group's desire to become a leader known for compassionate care. Recognizing the richness of our Catholic roots and tradition, participants advised that it was also critical the entire community understand that Caritas accepts and respects people of all faiths, traditions, circumstances, cultures and beliefs.

Many participants encouraged Caritas to forge strong partnerships in education, training, research and innovation. Others believed Caritas

could build on current areas of leadership to influence others across the country. There was also a strong challenge to work with others to influence the health of the community and provide seamless care.

"We have always been active in our communities and responsive to unmet needs," says Patrick. "But we can do a better job of consistently seeking input and advice. We need to work proactively with the community to identify emerging needs and find solutions that will improve the system and provide better service. This external consultation was a great first step in a long range plan for community engagement." ☒

Caritas Vision and Strategic Directions

Vision 2020

Caritas Health Group will become Canada's leading faith-based provider of health care by positively influencing the health of the community through compassionate care for all and innovative service to those in greatest need.

Strategic Directions

Building and Supporting the Team

Create a fulfilling workplace that attracts sufficient, skilled, engaged and committed team members.

Developing Strategic Partnerships and Engaging Community

Seek out and work with others as leader, catalyst, supporter and partner in improving the lives of individuals and their community.

Leading in Quality and Service

Ensure quality and be of greater service to the community and Capital Health in meeting growing demands and unmet needs.

Living and Sharing Our Mission

Ignite and nurture a sense of calling and commitment to the Mission in every member of the team and set the standards for compassionate care.



Strategic Planning: *What is it? Is it Relevant? Why Should I Care?*

*By Jon Popowich, Vice President,
Strategic Planning and Quality*

The Board of Directors approved a new Vision and Strategic Directions for Caritas on June 26, 2007. This fall the work of translating these into concrete actions begins for all of us.

One writer said, "Strategic planning is a process that tests your relevancy, stimulates change and provides a roadmap to move into the future." The first step in this is a vision. Vision speaks to some desired future state, a place we'd like to see ourselves in by a certain point in time: "I want to visit Greece before I'm fifty" or "We want to open a bed and breakfast when the kids grow up."

But to have a vision is not enough. It's been wisely said that "Vision without action is hallucination." A good vision should compel us into action, and the amount of work required is usually related to the complexity and the "stretch" required to get there.

This is where Strategic Directions come in. They are like the plays in a football game, helping us move the ball towards the end zone. But we all know that health

care is a very complex enterprise. The pace of work can be dizzying, and the "foreseeable future" is more like six months. While we cannot plan for every contingency, it is essential that we link our efforts to the future that we want to create for our patients, residents and community. It's about taking the passion that is Caritas's greatest strength and ensuring our energy and effort is aligned to maximize our contribution to those in need.

Whether this happens or not is up to us. It's important to remember that strategic planning is about change, not

business as usual. It's about identifying opportunities to be of greater service and setting a path. It's about defining who we are through intentional action.

The question is not "Is strategic planning relevant?" but rather "How do we at Caritas make it useful for the reality we live in?" As we move from vision into action you will be asked for your ideas as to how we can shape Caritas, and we will begin to examine what the vision is calling us

to do. I would encourage all of you to participate in this process, and I am looking forward to the exciting months ahead. ☒

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"Is Strategic
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but rather "How do
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-JON POWOWICH, VICE PRESIDENT,
STRATEGIC PLANNING
AND QUALITY



Caritas President Patrick Dumelie

President's Notes

"Coming together is a beginning. Keeping together is progress. Working together is success."

—HENRY FORD

Over the past half year, I've had the chance to meet with many members of our team—at consultation sessions, long service and mission award events, strategic planning sessions, the summer premier of our Caritas video, and our welcome back barbecue. This fall we will begin to work on our plans for our future as Caritas. And we will need to build on the energy, the connections, and the good ideas that come from our events, gatherings and celebrations.

Caritas Express is a new forum for all staff, physicians and volunteers that will give us the opportunity to do more of this. Designed to be brief, informative and interactive, the 20-30 minute sessions will be held at each site several times a year. It's your opportunity to take a break, have a coffee, hear the news and talk about things that matter to you. I hope you will bring your ideas, your questions, your comments—or just come and listen to the discussion. I hope to see you there.

Influenza *Immunization Campaign*

By Barb Heath, Manager,
Occupational Health & Safety

Protect yourself and all those you are in contact with! Get your immunization this year! Clinics will be offered from October 22nd until November 16th, and on an appointment basis until year-end.

Annual immunization is the primary tool for preventing influenza and its severe complications in the vulnerable population that you serve. It is critical that staff and particularly health care workers get the vaccine every year. You can pass on the influenza before you even know you are infected. Decrease your risk of

acquiring it and of subsequently exposing your patients, colleagues and family to it.

Outbreaks of influenza can be propagated when staff immunization rates are low and even if immunization rates in patients are high. Last year, the total number of Caritas staff immunized was 55.7%. Let's increase our participation this year!

Contact the Caritas Influenza Information Line at 482-8070 or phone your site OHS office to obtain the dates and times of the clinics at each site.

Your influenza vaccination makes you automatically eligible to enter several draws.



Patrick Dumelie receiving immunization from Barb Heath, R.N., C.O.H.N. (C).

** Please provide proof of immunization to your OHS site office if you receive your immunization in a place other than Caritas, so that you can still participate in the draws and we can keep an accurate record of staff immunization!

For more information check the National Advisory Committee on Immunization (NACI) www.phacaspc.gc.ca/naci-ccni.

Medicine Model of Care

By Gillian Woroniuk, Public Affairs, MCH

The Medicine Program at the Misericordia Community Hospital is excited to announce its new Medicine Model of Care Program, which began in the spring of 2007. The program divides patients within the Family Practice and Internal Medicine areas into teams, each led by a Nurse Practitioner working with the physicians and other health care professionals, from therapists to social workers to pharmacists, who make up their team. These individuals work together to follow the patient from admission to discharge regardless of where the patient is located within the hospital.

The team of professionals meets to discuss a patient's status, to map their progress and to discuss discharge plans, ensuring the team understands why decisions are being made and that they are able to communicate this back to patients in a consistent way. "It's great to see the impact this model of care has made on the quality and timeliness of patient care," says Kim Scherr, Nurse Practitioner on the Pink Team in Internal Medicine. "The program also

considers patients in a holistic way, as every aspect of their care can be covered by a member of the team. It's not just about treating symptoms," she says. "We work as a unit to treat patients completely."


"The program also considers patients in a holistic way, as every aspect of their care can be covered by a member of the team. It's not just about treating symptoms,"

-KIM SCHERR, NURSE PRACTITIONER,
INTERNAL MEDICINE

Designed to encourage and to recognize the contributions of each team member, this model of care enables each member to practice to their full scope in providing care to the patients. "The new approach enhances communication among interdisciplinary team members ensuring comprehensive patient recovery," says Kate Grosweiner,

Physical Therapist on the Blue Team in Family Practice. "The team functions collaboratively toward the common goal of effective and efficient treatment of each patient during their hospital stay."

"As a result of this program, we are also better able to support our physician partners as they see increasing numbers of patients with a wide variety of concerns. Physicians can feel confident that team members understand each patient's history and can provide detailed information for them to make the best choice for the patient's overall and integrated care," says Sheli Murphy, Vice President Operations at the Misericordia Community Hospital.

The program began in late February with three teams in Internal Medicine and in early March, two teams were added to the Family Practice area. As Alison Morin, Director for Medicine and Geriatrics, says, "this is a time of transition for us as we look at new ways of organizing patient care. We are very excited about this work—and the potential for greater continuity and quality of care for our patients." 



Members of the Blue Team in Family Practice meet to discuss the needs of their group of patients.

New Commendation Program at Caritas

They are words from the heart, scribbled on a piece of paper, neatly typed in the form of a letter, or softly spoken on the other end of the receiver. They utter the gratitude of patients and families who have experienced the compassionate care of staff at Caritas hospitals.

The new Commendation Program at Caritas encourages patients and

families to comment on the care they have received. Pamphlets and lock boxes have been placed in strategic locations throughout the three sites to collect their feedback. We want to hear about outstanding care, and we will forward patient compliments to our health-care workers.

The Caritas Patient Relations Department receives, investigates and

follows up on compliments and concerns regularly. The feedback of those we care for not only brightens our days but also helps us to assess the quality of our services.

Patient Relations is very pleased to share with you the following commendations that substantiate the fact that our efforts are noticed and appreciated! 🇺🇸

"...I feel you must witness these highly professional (admitting, surgical and nursing) teams in person to fully understand why we in Alberta should be proud of their commitment."

"I want you to know about the wonderful and great help that we received from the nursing staff throughout the pregnancy and delivery. We were very happy with the excellent service that we received from the professional nurses."

"Words cannot describe the thankfulness that I have for each of you nurses. Your kind words and laughter helped us. You were truly a blessing...So I pray that each of you will be blessed beyond measure, that all the care, compassion and love that you showed to us will be given back to you all, and that you will know how very wonderful you truly are."

"I appreciate all the assistance provided for my sister while she was waiting for transfer to assisted living. The family appreciated the quick response from Patient Relations and Unit Managers to provide a better quality of care and allow the family to assist in medical decisions. I know this has been difficult for staff and we appreciate that every effort has been made to smooth the transition from the hospital to the community."

"The nurse was so professional and attentive."

"The porter was so cheerful to me and other patients."

"I was admitted on Thanksgiving weekend with a fractured hip. During my stay, I received kind and loving care which was greatly appreciated. It made things so much easier for me."

14th Annual



Everyone's
a Winner
Golf
Tee Off

On Monday, August 27th, 2017, the commitment of those in our corporate community enabled the Caritas Hospitals Foundation to host a very significant fundraising event.

It is with great appreciation and sincere thanks, that we extend our hearts to all who made it possible to reach our goal of \$150,000 net proceeds in support of Caritas Health Group's Tertiary Palliative Care Program at the Grey Nuns Community Hospital.

For over 110 years, our mission of healing the body, enriching the mind and nurturing the soul, has served this community. The Caritas Hospitals Foundation wishes to thank the following sponsoring corporations and hope that any of your future business needs could be shared with ours.

Thank You!

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 Jean-Louis



Caritas Hospitals Foundation

Caritas Welcomes
New Care Manager

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

In September, Caritas welcomed Joy Scott to a new Care Manager position within Caritas. Greg Hadubiak says, "While this position was originally created to cover both the Grey Nuns and Misericordia, we are pleased to announce that there will now be two Care Manager positions, one for each acute care site."

These new positions are part of the Care Management component of the Emergency Services and System Capacity (ESSC) project, an element of the Regional Integrating Services Initiative, which focuses on building stronger connections between health services, people and providers.

Care Management is one of ESSC's 15 design elements to improve patient flow in Emergency Departments and across the entire care system. The model includes new positions with specific responsibilities - Care Managers and Care Coordinators.

In her new role, Joy will support the Care Coordinators by providing site leadership in the discharge assessment and preparation processes. The primary goals of Care Management are to improve how patients flow through the system and to ensure that they are safely discharged to an appropriate level of care in a timely manner. The goals will be achieved through active management of each patient's hospital stay and reducing barriers to discharge.

Through the ESSC project, we have already seen some positive effects of adding Triage Liaison Physicians (TLP), Emergency Department Navigators, Site Bed Managers and Bed Coordinators, Full Capacity Protocol (FCP), Centralized Community Services Bed Access, and Daily Regional Bed Conference calls. 📌

Caritas Community News



Generations - Cycles of Life painting

Murals brighten spirits at the Misericordia

By Gillian Woroniuk, Public Affairs, MCH

On Thursday, June 28, 2007 the Misericordia Community Hospital celebrated the completion of three mural projects in the hospital with an unveiling ceremony. The three projects (Tree of Hope, Book of Life and Generations—Cycles of Life Painting) are part of the Volunteer Services' Creative Care Art and Healing in Medicine Program at the Misericordia Community Hospital.

The goal of the program is to enhance the health of patients, staff and visitors both physically and spiritually by the support and promotion of the arts. "We were thrilled to see these projects completed and already brightening spirits in the hospital," says Brenda Shim, Manager of Volunteer Services at the Misericordia.

Funding for the project was, in part, provided through a grant from the Alberta Foundation for the Arts. When asked what the grant, and the resulting murals, mean to the hospital, Shim replied, "As we work in a place where

people are often ill, and sometimes gravely ill, programs like these that provide people with hope, or even a rare smile on their faces are invaluable to the hospital and also to the community as a whole."

Healthy Feet! Happy Feet!

Join Caritas Volunteer Services in its efforts to collect new socks for the Boyle McCauley Centre. Socks will be donated to residents of Edmonton's inner city as part of an education program about health and foot care.

Let's help keep the feet of the less fortunate warm during the winter. Encourage your colleagues to participate in this campaign by creating a 'Socks' team in your unit. Together we can beat the Volunteer Services goal of collecting 1000 pairs of socks.

Hurry up! Donations will be accepted until November 15, 2007. Drop-off boxes are available in all three cafeterias.

For more information, please contact Brenda Shim at brendashim@caritas.cha.ab.ca or call 735-2753.

18th Annual Palliative Care Conference

Caritas Health Group and Capital Health are proud to present their 18th Annual Palliative Care Conference - Education and Research Days, 2007. The conference will be held on October 29th and 30th, at the Fantasyland Hotel, West Edmonton Mall, Edmonton.

A variety of topics on end-of-life care and trends and issues in palliative care will be of great value to all health-care professionals and volunteers working with patients and families in palliative and critical care.

To request more information, call 482-8081 or email pallconf.gnch@cha.ab.ca.

Have you watched 'Compassion at Work'?

While enjoying popcorn and lemonade, 350 Caritas staff joined President Patrick Dumelie at the premiere of our new corporate video 'Compassion at Work'.

"I hope you will recognize this video as a celebration of the good work performed by each of you every day," Patrick said to those gathered. "I encourage you to share it with your family, friends and community contacts, so they might understand our shared calling. If you know people who would be great team members for Caritas, please show it to them. If we all recruit one person using the video, we'd never work short again!"

To get one or more copies of the video talk to your manager or call Mandy Morrison at 735-7766 or e-mail her at mandymorrison@caritas.cha.ab.ca.



Compassion at Work DVD

Staff Education

Fall Organizational Development Sessions

Personality Dimensions® & Leadership

October 24 (Wednesday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Conflict

November 7 (Wednesday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Communication

November 27 (Tuesday) 8:30-12:00, Room 2R06, EG

Personality Dimensions® & Dealing with Difficult People

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

Stress Management

December 14 (Friday) 8:15-4:00, Room 2R06, EG

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

New Caritas Express

Do you have any questions, ideas or comments on how to achieve Caritas new vision and strategic directions?

Stop by the upcoming Caritas Express to get the news and speak with Caritas President Patrick Dumelie while enjoying a cup of coffee. The Caritas Express is a 20-30 minute interactive forum that will be held at each site several times a year.

Upcoming forums:

Grey Nuns Community Hospital
Monday, October 15, 2007
2:00 pm - Auditorium

Edmonton General Community Centre
Wednesday, October 17, 2007
2:30 pm - Auditorium

Misericordia Community Hospital
Thursday, October 18, 2007
2:00 pm - Auditorium

November is Long Service Celebrations Month!

Join your colleagues and help them celebrate their milestones! Award recipients will receive information about the Long Service Celebrations from their managers. For more information or additional tickets, write to milestones@caritas.cha.ab.ca or call 735-2724.

Positively Pink

Breast Cancer Public Education Day

Sunday, October 28, 2007
Fantasyland Hotel, Edmonton
8-9 am. Registration, Breakfast and Exhibits
9 am.-4 pm. Program

Caritas Staff Exercise Centres



- Caritas staff, physicians, volunteers & other onsite healthcare staff are eligible to join!
- Convenient access 24 hrs per day, 7 days per week!
- Membership gives access to the Grey Nuns and Misericordia Exercise Centres
- Student Memberships available
- Personal Training, Fitness Assessment & Massage Therapy available

Misericordia: 735-2927 Room 1A07
Grey Nuns: 735-2508 Room 0A02
Intracare: <http://www.intranet.cha.ab.ca/CaritasExpress/>
EDMONTON HEALTH CENTRE

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

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www.caritashospitalsfoundation.org



Caritas Hospitals Foundation

insight

A newsletter for the Caritas community

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