

Staff Education

Spring 2008

ORGANIZATIONAL Development Sessions

Personality Dimensions® ½ Day Awareness Sessions —	January 7 (Monday) 8:30-12:00, Room 0651, GN January 28 (Monday) 8:30-12:00, Room 121, (HSC) MCH February 4 (Monday) 8:30-12:00, Room 2R06, EG
Personality Dimensions® & Achieving Personal Balance —	February 19 (Tuesday) 8:30-12:00, Room 2R06, EG
Personality Dimensions® & Leadership —	March 4 (Tuesday) 8:30-12:00, Room 2R06, EG
Personality Dimensions® & Conflict —	March 25 (Tuesday) 8:30-12:00, Room 2R06, EG
Personality Dimensions® & Communication —	April 17 (Thursday) 8:30-12:00, Room 2R06, EG
Personality Dimensions® & Dealing with Difficult People —	April 29 (Tuesday) 8:30-12:00, Room 2R06, EG
Stress Management —	May 13 (Tuesday) 8:15-4:00, Room 2R06, EG

Unless otherwise indicated, the above workshops are held at the EGCCC, Room 2R06. 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



4th Annual Caritas Research Day

Thursday, January 31st, 2008
8:00 am to 3:15 pm
Grey Nuns Community Hospital - Auditorium

Speakers and poster presentations on a wide variety of research projects
For more information and to register, please email
Mary-Ann Clarkes at caritasresearch@cha.ab.ca or call 735-2274

Mousseau Memorial Lecture

presented by

Dr. Gerald T. Gau

Director, Cardiac Rehabilitation Program, Mayo Clinic

Presenters will highlight multi-disciplinary research initiatives relative to Chronic Disease Management. Areas of concentration include Cardiology, Diabetes, Stroke, Nutrition, Pulmonary, Renal Rehabilitation, ALS, Multiple Sclerosis, and Wound Management.

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 (email)
www.caritashospitalsfoundation.org



News from Audio Visual Services!

Audio Visual Services is celebrating the completion of a comprehensive project to streamline access to audio visual equipment across Caritas. Ceiling-mounted projectors and laptops with DVD drives, as well as DVD/VHS players with speakers are available in several of the main meeting rooms.

Contact AV Services staff for more information at 735-9630 (GNCH) and 735-2212 (MCH). At the EG, contact Facilities Management at 482-8200.

Library Services

Find out more about Caritas libraries' information services, library locations and hours, print and electronic collections, and much, much more... Check out our intranet site at www.intranet2.cha.ab.ca/caritaslibraries/

insight

A newsletter for the Caritas community

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Caritas Audio Visual Services AV

Issue 34, Winter Issue 2007

New Unit for 'Moms and Babes' Opens at Grey Nuns Community Hospital Marking Start of Large Renovation Project

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



Gail Cameron (right), newborn Ella and staff of the Women's Health Program at a preview of the newly renovated Post Partum Unit.

“Welcome to your new home!” chimes Gail Cameron, Grey Nuns Patient Care Manager for the Post Partum Unit as staff arrive for their first shift in their newly renovated unit. “I love the colours; they are very calming,” says LPN Dorothy Bloudoff who has worked in Obstetrics at the Grey Nuns for 10 years.

Kristy Dubeau and her new son Dominic were two of the unit's first guests on opening day. The Dubeaus had their first baby at the Grey Nuns 16 months ago and recall how busy it was then. They say they like the new unit, commenting on the colours, the new blinds, and the tag that was still on the new reclining chair provided for dad. “It's nice and quiet and has lots of room,” says Kristy.

Staff and physicians were invited to an open house on Friday, November 2nd to get a look at the newly renovated family-centred maternity unit before patients and babies moved in on Monday, November 5th.

This unit was formerly occupied by the Diabetic Clinic which has been relocated to the Marguerite D'Youville Health Sciences Centre connected to the hospital. Greg Hadubiak, Vice President of Support Services, Planning and Development for the Grey Nuns says that opening this unit marks the beginning of a major renovation to the entire third floor of the hospital. “The opening of this unit will allow us to start renovations to expand the Women's Health Program to meet the

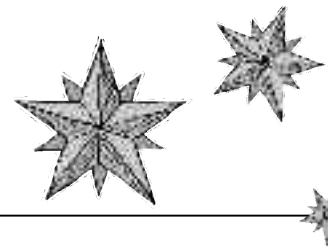
growing demands we have been experiencing.”

Renovations planned for the third floor include:

- adding five labour and delivery rooms to the current seven
- adding a bereavement room to the Labour and Delivery Unit for patients and families experiencing loss; this room will also be used as an additional labour room
- increasing the actual number of post partum beds from 40 to 55 across two newly renovated, family-centered nursing units offering single-room care and sleeping benches for dads, and
- adding a new Neonatal Intensive Care Nursery located in Unit 32 that will offer more privacy for families and a technologically advanced environment to care for sicker newborns – the new nursery will have space for 32 incubators – up from the current funded base of 21.

The new and upcoming renovations are also receiving support from the Caritas Hospitals Foundation. In addition, Unit 34 is preparing to open four new theme rooms which are also supported by the Foundation. There will be eight of the extremely popular theme rooms when the renovations are completed. John Boucher, President and CEO of the Caritas Hospitals Foundation says, “We are very proud to support Caritas Health Group's ambition in creating family-centred care environments.”

Star of Hope



Reach high, for stars lie hidden in your soul.

Dream deep, for every dream precedes the goal.

Pamela Vaull Starr

At the heart of the celebration of Christmas is a powerful story. It's a rich tale with many characters – a young couple with a baby, an innkeeper, shepherds, hosts of angels, and three wise men. And it's a compelling story with a strong vision: a world saved by love and renewed daily by grace and hope.

This story full of struggle and hardship and grace and hope has particular significance for us as members of the Caritas community. As Board and Senior Executive Team members, we have seen the heart of Christmas at work in you all year.

Each day you reach out with the innkeeper's compassion in stressful, busy times – serving vulnerable people, creating places of sanctuary in a hectic world, marveling at the miracle of birth and helping people persevere and find hope. Thank you for your strong hands and hearts, your willingness to go the extra mile and the thousands of things you do each day to comfort, support and nurture. May you find peace and quiet this season and a renewed sense of calling.

This past year, as we have held consultations with many of you about Caritas Health Group's future, we have also seen the excitement of the shepherds in you. Thank you for opening your hearts and minds to new possibilities, for embracing new ideas, and for inspiring your co-workers with your enthusiasm. May the New Year bring you even bigger dreams and the encouragement to let your passion guide you.



And as we continue to work towards Vision 2020, our new Caritas vision, we will need the courage and faith of the magi – the wise men who followed a star because in their minds and hearts they believed it would lead them to something great that could change the world. In 2008 and beyond, may we all find the conviction to follow our vision. May our many gifts be used to create a vibrant and safe place of hope and healing for each other, our team, our patients and residents, and our community.

We wish every blessing to you and your loved ones this Christmas season and in the New Year. May peace, prosperity, hope and love abound. God bless.

W. John Brennan, Chair, Caritas Board of Directors
Patrick Dumelie, President

Christmas Dinners

All Caritas staff, physicians and volunteers are invited to enjoy a complimentary Christmas dinner in gratitude for making our facilities places of hope and healing.

December 11 - EGCCC
December 12 - MCH
December 13 - GNCH

Caritas Community News

New Caritas Express Sessions!

Over 350 Caritas staff and volunteers attended the first-ever Caritas Express: 20 Minutes with the President sessions held at each site in October. The forums, which launched Vision 2020 and the strategic framework, were well-received with participants commenting that they felt better informed having attended one.

The next Caritas Express sessions will be held in December. Mark your calendars!

EGCCC: Monday, December 3 at 10:30 am and 2 pm - Room 2R06

GNCH: Tuesday, December 4 at 2 pm - Auditorium

MCH: Friday, December 7 at 2 pm - Auditorium

You are encouraged to take 20 minutes to attend. We look forward to seeing you there!



Christy Groves, Nutrition and Food Services, EGCCC

Vision 2020 Brochure and Lanyards

Vision 2020 brochures and lanyards are available from your site administration office – if you don't have yours yet, stop by and pick one up! The lanyards are available in four colours, each corresponding to a different strategic direction:

- blue for building and supporting the team
- purple for living and sharing the mission

- orange for leading in quality and service, and
- green for developing strategic partnerships and engaging community.

Ask your colleagues why they chose the colour they did and share why you chose the colour you did!

Caritas Hospitals Foundation Staff Lottery

Over 75% Sold! Get your ticket today (\$130 each) for a chance to win \$20,000!!!

Next Draw Dates

Dec. 6th - 3 draws of \$500 each
Dec. 20th - 4 draws of \$1,000 each
Jan. 3rd - 3 draws of \$500 each
Jan. 17th - 3 draws of \$500 each
Jan. 31st - 3 draws of \$500 each
Feb. 14th - 3 draws of \$500 each
Feb. 28th - 3 draws of \$500 each
Mar. 13th - **1 Grand Prize of \$20,000 Cash!!**

All proceeds go towards the Caritas Electric Bed Renewal Program. For more information, please call Muneet Nagpal or Catrina Crevolin at 482-8579. Thank you for your continued support.



Christmas Clearance Sale

Associates of Caritas invite all Caritas staff, volunteers and visitors to our Christmas clearance sale from December 10-19, 2007. Visit our gift shops at all three Caritas sites and get 25% off on all gift items and greeting cards. All purchases help us fulfill our mission – to generate revenue to complement and support the activities of the Caritas Health Group for the enhancement of patient care and comfort. Thank you to all volunteers for your support throughout the year.



Winner of Oilers Tickets

Loretta Hendrickson, Admitting Clerk at the Grey Nuns, and grandson Houston had a blast at the Edmonton Oilers game they attended in October. Loretta was the lucky winner of two gold seat tickets to see the Oilers. The tickets were given away among those who shared their thoughts about Caritas new vision and strategic directions on camera at the Welcome Back BBQs.

Recovering from a Flu Pandemic

Preparing for the efficient, appropriate and ethical delivery of services in the event of a flu pandemic is a critical challenge for most health care organizations throughout North America.

Equally important is looking at the many ethical decisions that staff and physicians would have to make in the event of a pandemic crisis, and looking at what could happen in an organization months after the crisis has occurred.

Jo Ann Nettleton, Director of Education and Research and Gordon Self, VP Mission Ethics and Spirituality at Caritas Health Group discuss these issues in their article *Recovering From a Flu Pandemic. For Hospitals, Recovery Can Be as Demanding as the Event Itself*, published in the November – December 2007 edition of Health Progress, a magazine of the Catholic Health Association of the United States (CHAUSA). To read the article, please go to www.chausa.org

Misericordia Volunteers Receive Awards

By Carmen Carvajal, Communications Coordinator

Making a difference in people's lives brings joy and hope to Jada Hong, Terence Wong and Neha Sharma's hearts. These three outstanding Misericordia volunteers are not afraid of stepping out of their comfort zone to help and to make a patient or a customer's day brighter.

Neha and Terence are this year's recipients of the Caritas Volunteer Spirit Award, a scholarship for youth volunteers at the Misericordia Community Hospital. The award recognizes volunteers for their volunteerism, attendance, academic excellence and extra-curricular activities.

Jada and Terence were also presented this past summer with the Premier's Citizenship Award during their high school graduation ceremonies at St. Thomas Aquinas High School and Harry Ainlay High School, respectively. The award recognizes students for their contribution to Alberta communities through public service and volunteer endeavors in school-sponsored

community or extracurricular activities.

Jada is currently studying in the Faculty of Science at the University of Alberta and has volunteered with Recreational Therapy and the Nursing units 7E/7W at the Misericordia for over two years. She wants to pursue a career in health care to be able to continue helping those who require care or attention. "The Misericordia has become a part of my life and continues to shape me as I mature and grow as an individual. Occasionally, I meet some very special people who teach me about their life experiences and this helps me change as a person. And for these reasons, I am motivated to continue my volunteer work with the hospital," she says.

Neha attends grade 11 at Jasper Place High School and has volunteered at the Misericordia's Beau Geste Coffee Shop for a year. Through her volunteer experience Neha has enhanced her teamwork and customer service skills. She

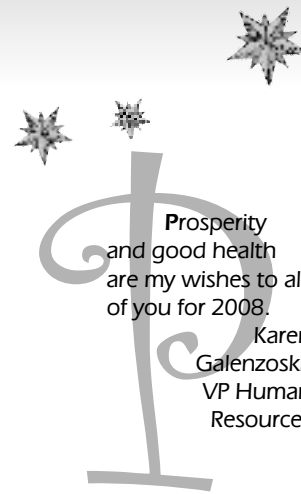


Jada Hong, Terence Wong and Neha Sharma

says, "Helping someone in even the smallest way gives me a sense of purpose and hope that I have made their day a little bit easier." Volunteering at the Misericordia has instilled in her a desire to pursue a career in Medicine.

Terence is studying Neurosciences at the University of Alberta and has volunteered for five years, helping out in the Gift Shop, and the Medicine Unit and Emergency Department of the Misericordia Hospital. Terence is a firm believer in Caritas holistic approach to patient care. He says, "In my opinion hope and compassion fall under the category of matters of life which cannot be truly appreciated and understood until you bear witness to it."

Congratulations to Jada, Neha and Terence! 📌



Prosperity and good health are my wishes to all of you for 2008.

Karen Galenzoski, VP Human Resources

May your Christmas season and the New Year be filled with energy and enthusiasm—from within yourself, and from those around you. And may this energy and enthusiasm radiate out from you to your family, friends, and the many patients and residents whose lives are touched by your work throughout the year.

Jon Popowich, VP Strategic Planning and Quality

Advent, Annunciation, Angel, Adore... words we associate with the birth of Jesus and the traditions many of us celebrate today. My prayer is that the rich cultural diversity of this season and all the special holy days and traditions we are steeped in strengthen us and give us hope.

Gordon Self, VP Mission, Ethics and Spirituality

This Christmas, may the compassion and care you have so freely given to others be returned to you. For 2008, I wish you courage and calm when you feel bowed down and weary of the dizzying pace. May the Christ-child's story bring you comfort and hope this season and in the New Year.

Fran Ross, VP Communications and Community Relations

Everything that rings true and is holy, and that gives you hope and faith. Everything that makes the light of Christmas brighter, reminds you of home, of family and of memories, and that touches your heart. I wish you and your loved ones everything this Christmas.

Al Pierog, VP Continuing Care



Caritas Health Group Senior Executive Team (from left to right): Karen Galenzoski, VP Human Resources; Jon Popowich, VP Strategic Planning and Quality; Gordon Self, VP Mission, Ethics and Spirituality; Fran Ross, VP Communications and Community Relations; Al Pierog, VP Continuing Care; Patrick Dumelle, President; Greg Hadubiak, VP Grey Nuns, Support Services, Planning and Development; Rosa Rudelich, VP Finance and Administration; Sheli Murphy, VP Misericordia Chief Nursing Officer; and Dr. Jeff Robinson, Chief of Staff.

Caritas Energy Management

By Bruce Andrusiak, Manager, Facilities Management, GNCH

We have many rituals that give us a sense of preparedness and confidence in our ability to handle whatever Mother Nature decides to throw at us during this time of the year. However, the morning drive to work during the first snowfalls make us wonder if we are really as prepared as we may think.

The following tips will help you prepare for winter by making your home as comfortable and energy efficient as possible:

- Conduct a systematic draft-search

in the above-ground living areas of your home using a candle on a windy day. Pay special attention to areas around windows, doors and electrical switches and outlets on outside walls.

- Use low-cost, high-density foam gaskets to seal light switches and electrical outlets.
- Seal all gaps and cracks around fixtures, openings, door and window frames with exterior caulking.
- Use expanding foam insulation to fill up large gaps in walls.

- Use duct tape to seal gaps in heating ducts and flues.
- Good furnace maintenance is important. Clean or replace your furnace filters regularly throughout the heating season. Filters will need to be changed more frequently in homes with furry pets. Arrange for your heating contractor to inspect and to service your furnace before the heating season begins.

For more information, please visit www.oee.nrcan.gc.ca 📌

Listen to your life and be true to what it is telling you. Take stock of the past year, take joy and pride in your accomplishments, strengths and virtues, and by all means be true to yourself. Enjoy life; enjoy your time at work.

Greg Hadubiak, VP Grey Nuns, Support Services, Planning and Development

I wish you see the opportunities before you and seize them every chance you get. In busy times, it is easy to miss opportunities as we focus on just trying to keep up. Take some time over the holidays to pause, to reflect and to look for ways to make a change for the better. Merry Christmas!

Rosa Rudelich, VP Finance and Administration

Verily I wish for you a blessed Christmas with volumes of vivid moments that refresh your soul. May the values born at Christmas time, peace, faith and joy, validate you and your volition to serve those who venture into our care.

Sheli Murphy, VP Misericordia Chief Nursing Officer

Enjoy the opportunity over the holiday season to take time with your family and friends and celebrate the season.

Dr. Jeff Robinson, Chief of Staff

Caritas Milestones

Caritas a Workplace to Call Home

By Carmen Carvajal, Communications Coordinator

Many things changed since Cheryl Mittlestadt started working at the Misericordia Hospital, but one thing that always remained the same was the feeling of being at home. She passed through the Misericordia doors when she was 18 and left 40 years later. Her family and professional life are interwoven with the stories and experiences of the hospital.

Cheryl obtained her diploma from the Misericordia Nursing School in 1969, and her Bachelor of Science degree in Nursing from the University of Alberta in 1971. She went back to work at the Misericordia and then took some time off after the births of her two daughters. In 1983, she joined the Recovery Room (RR) and from that moment on the hospital became a very important part of her life.

Over the years, friendships grew to the point that nurses became part of each other's families. "We were very supportive of each other, and still are," says Cheryl. "When at home my husband would tease me about what the 'girls' had to say," she says. These friendships are still very close to Cheryl's heart.

Cheryl has been very involved in her profession. She was a member

of the Northern Chapter of the Post Anesthesia Nurses of Alberta (PANA) for 10 years. And, she has been a member of the Misericordia Nurses Alumni Association for about 15 years. As President of the alumni association, she participated in the organization of the weekend celebrations to mark the closure of the Misericordia School of Nursing in 1996, something she recalls as one of the most significant events of her career.

At the beginning of her career, Cheryl says "... nurses used to take blood pressure manually; now we have monitors and computers to help assess our patients. Pain control was administered mainly by IV; now we have machines that also administer analgesics. The height of stretchers was not adjustable; now we have stretchers that are much easier to use and more comfortable for the patient."

Training in a hospital, according to Cheryl, not only helped nurses to gain practical exposure in the field but also instilled in them a stronger sense of camaraderie and allegiance to the hospital. She gives, however, a lot of credit to the new generations of nurses. She thinks they are very

quickly and he is very proud of his work.

Fernando can also brag that he was one of the first Edmontonians to set foot in the Grey Nuns Hospital. As part of the Environmental Services unit, he helped to clean and to polish the floors before the opening of the facility in May 1988. This was one of the most memorable events in his 25 years of service with Caritas.

But life has not changed a lot since Fernando retired from Caritas. He continues working for the Grey



Cheryl Mittlestadt

knowledgeable and a great addition to the nursing profession.

"When you are really young you tend to pay more attention to the technical aspects of your job, and you sort of forget about the patient as a whole human being," Cheryl says. "I stayed home for several years when I had my children, and when I came back, I think I was a better nurse; I had more understanding and compassion."

Cheryl enjoyed her work at the hospital until the day she retired. "I think the experience at Caritas fostered in nurses a feeling of community and a desire to provide good nursing care. We knew staff and other employees from all over the hospital, and we tried to work together as a team, always putting our patients first."

Despite being a retiree, Cheryl leads a very busy life. She recently started exercising, and she continues to volunteer with her alumni association, helps her husband with a little bookkeeping and enjoys time with her family and grandson.



Fernando Hermoso

Nuns on a casual basis and enjoys repairing things, mostly cars, in his free time.

Edmonton Artist Fosters Hope for Cancer Patients

By Elisa De Fazio, Manager, Special Events, Caritas Hospitals Foundation



Local artist Steven Csorba defeated throat cancer and became a survivor. He created art to give him hope and strength while undergoing 14 hours of surgery, seven weeks of radiation, and two years of extensive reconstruction work.

During his recovery, Steven painted as a way to deal with the imbalance that currently exists between how cancer and the people

afflicted with cancer are treated. Today, Steven's goal is to strengthen a sense of energy and survival for cancer patients through the Art of Hope, Energy & Survival Project. This campaign, launched on September 27, 2007, at the Peter Robertson Gallery, hopes to raise \$1 million dollars for cancer research through the sale of the art that Steven created while undergoing cancer treatment.

John Boucher, Caritas Hospitals Foundation President and CEO says, "The Foundation and Caritas Health Group are proud to support Steven Csorba and his healing journey. We see the power of a holistic approach in Steven's own story. His resilience is a living

example of our mission of healing the body, enriching the mind and nurturing the soul."

Steven is also aspiring to "create a model for patient information exchange - where the person, not just the cancer is treated." The Art of Hope Project will give the 88,000 Albertans who are battling cancer a chance to connect on line so they can express their thoughts about this illness.

He is also hoping to raise funds for the Misericordia Hospital's neck and head reconstruction program at COMPRU and the Alberta Cancer Society's Arts in Medicine Program through this campaign.

For more information on the Art of Hope Project, please email Elisa De Fazio at ElisaDefazio@caritas.cha.ab.ca, call 482-8303 or visit www.theartofhope.ca

Sterile Processing Department Celebrated

The Sterile Processing Department (SPD) at the Misericordia Community Hospital was one of two Edmonton teams recognized by 3M Canada Healthcare for their role in patient care during the Central Services Departments' Week celebrated all across North America from October 15 to 21, 2007.

During this week, the Misericordia Hospital set up an information booth and organized an open house to offer staff and visitors the opportunity to understand who makes up the SPD team, what they do and how they impact the successful functioning of the hospital.

"Sterile Processing Departments are, in my eyes, the backbone of the hospital," says Dee Smith, Manager of SPD at the Misericordia. "Although they aren't seen on a regular basis, this group is an integral part of the hospital team, and they work tirelessly to ensure infection control and patient care at



The Misericordia Sterile Processing Department Team

the highest standard is maintained."

SPDs have an impact on every area of the hospital, from Emergency to the Operating Room to the Cast Clinic. They sterilize instruments for a wide array of uses

from surgical procedures and unit trays, to video scopes and bed pans. More than 1,100 items a day are sterilized at the Misericordia SPD, and this task is accomplished by an average of 30 individuals who work on shift 24 hours a day, seven days a week.

A Family Connection

The Grey Nuns Community Hospital is almost home for Fernando Hermoso. He has worked for the hospital for 19 years, and his two children, Michelle and Larry are currently employed there as well. Fernando was transferred to the Grey Nuns in 1988, after working for six years at the Edmonton General.

Being a mechanic and a school bus driver, Fernando knew little about cleaning and polishing the floors of a large public health care facility when he started his job at the Edmonton General. But he learned