

news **WPSHC** CENTRE

weekly newsletter of West Parry Sound Health Centre

June 29 to July 5 - 2015

2015-2020 Strategic Plan now available

New health centre branding



Former health centre branding

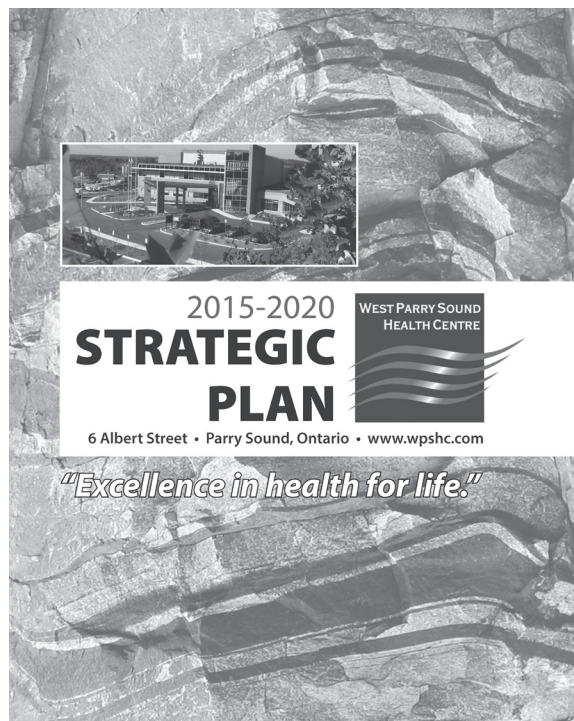


Safety.

One small word that means so very much to everything we do at West Parry Sound Health Centre.

The word 'safety' has now changed the way our organization describes itself, and the way we present ourselves to the public. There are many changes in our new Strategic Plan 2015-2020, but the most visible is the addition of 'safety' to our fundamental values. This has altered our credo and brand - a subtle change, but very important in what it says about WPSHC.

The Board of Directors officially approved the strategic plan in May, following almost two years of deliberation and engagement. The first public copies of the new plan were made available during this month's meeting of the corporation.



Pages from Strategic Plan 2015-2020 are available inside this edition of News Centre.

In keeping with the Board's adopted strategy of "strategic stability" the new plan is 'leaner' than its predecessor and will be used to create a more defined pathway between governance oversight, operational management, and everyone's daily work. The six strategic priorities from the former strategic plan have been consolidated into four: quality care, organizational finances, health human resources, and engagement with our partners and the community.

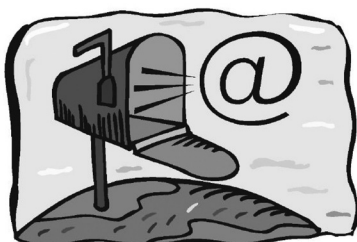
The strategic plan and organizational values are reviewed annually by the Board - comments and questions are always welcome from staff, partners, and the public.

WPSHC CARES
Compassion • Accountability • Rights & responsibilities • Excellence • Safety



West Parry Sound Health Centre is proud to be Accredited With Exemplary Standing, the highest measurement awarded by Accreditation Canada.

www.accreditation.ca



Please tell us

Send us your compliments, questions, or concerns.

Use the 'contact us' button at

www.wpshec.com



This newsletter and other helpful information can be found on-line at

www.wpshec.com

Contact News Centre editor Jim Hanna
jhanna@wpshec.com

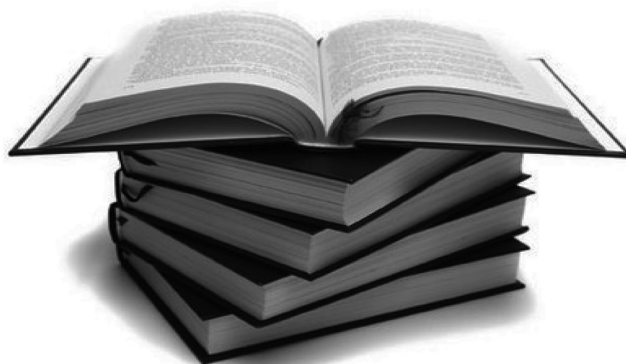
ATTENTION: EMS & Clinical Staff (DI, Lab, Nurses, Pharmacy, Personal Support Workers, Rehabilitation, Ward Clerks)

Looking to upgrade your knowledge or skills?

Apply for the Clinical Education Bursary

Generously donated by the Iron City Fishing Club through the
West Parry Sound Health Centre Foundation

Application Deadline: August 20th, 2015



To apply, contact:

Milly Thomson, Nurse Educator

Ext. 2327, mthomson@wpshec.com

Personal Health Information and Privacy

Myth: Express consent is required to share information for health care purposes.

Fact: Express consent is not required when sharing personal health information among health information custodians, such as hospitals, physicians and laboratories, to provide health care to an individual. The consent of the individual may be implied unless the custodian is aware that the individual has withheld or withdrawn consent.



We all share our commitment to privacy
A promise to patients, families, and each other.

From the Information and Privacy Commissioner
for more information visit www.ipc.on.ca

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Lakeland's Annual

SUMMER CARNIVAL

**Wednesday, July 29th from
2-4pm**

We will have lots to do for the young
and the young at heart including fun
carnival games, yummy snacks, music
by Gord McRae, a Silent Auction and of
course the ever entertaining "Wheel of
Misfortune"!

For more information, please Contact Sarah or
Hilary at ext. 1044

FREE PARKING!!!

spirit
Lakeland

SAFETY & COMFORT

During your hospital stay

The West Parry Sound Health Centre
Auxiliary supports Patient Safety.
Purchases help to fund improved
health care for our community.

NO-SLIP socks are available in our Gift Shop



Celebrate a caring career

Please join us.

There will be a retirement tea on Friday, July 3 at
2 p.m. in the Cafeteria for Rick Tilson's retirement.

Cake will be served.

Thanks, Heather Massier

Manager of Environmental and Support Services



Celebrating CARE

*"I hope that I don't need any more
trips to the ER for quite some time
but if I do, I feel comfortable that
the staff at WPSHC will again take
good care of me."*

Celebrating CARE is a weekly feature presenting
comments received from patients and families
served by WPSHC.

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OUR DAILY LUNCH MENU

What's cooking this week...

Open for lunch service from
11:30 a.m. to 1:30 p.m.

MONDAY

Soup: Cream of spinach • Chicken noodle

Entree: Mushroom and mozzarella burger • Sweet and sour chicken with rice

TUESDAY

Soup: Mediterranean vegetable • Mushroom

Entree: Macaroni and cheese • Perogies with sour cream

WEDNESDAY

Soup: Low-sodium turkey rice • Homemade beef barley

Entree: Hot beef sandwich with vegetables • Salad bar

THURSDAY

Soup: Pea • Squash

Entree: Ham broccoli pasta casserole • Beef stew with tea biscuit

FRIDAY

Soup: Beef and noodle • Cream of broccoli and cheese

Entree: Fish & fries • Salad bar

SATURDAY

Soup: Turkey and wild rice

Entree: Toasted western

SUNDAY

Soup: Garden vegetable

Entree: Chicken burger

Delicious selection of made-to-order
sandwiches available at our Sandwich Bar
during lunch hours Monday to Friday



*Meal Cards can be purchased in the Cafeteria, or from the Finance Department
during regular office hours - Monday to Friday - 8 a.m. to 4 p.m.*



DINNER menu

Open for dinner service
from 5 to 7 p.m.

MONDAY

Meatloaf and gravy

Mashed potatoes

Corn and red peppers

TUESDAY

Roast turkey with gravy

Whipped potatoes

Carrot coins

WEDNESDAY

Pork chop

in mushroom sauce

Roasted potatoes

Mixed vegetables

THURSDAY

Chicken divan

Rice pilaf

French cut beans

FRIDAY

Roast beef with gravy

Roast potatoes

California mixed vegetables

SATURDAY

Glazed ham & baked beans

Mashed potatoes

Broccoli

SUNDAY

Beef biscuit roll with gravy

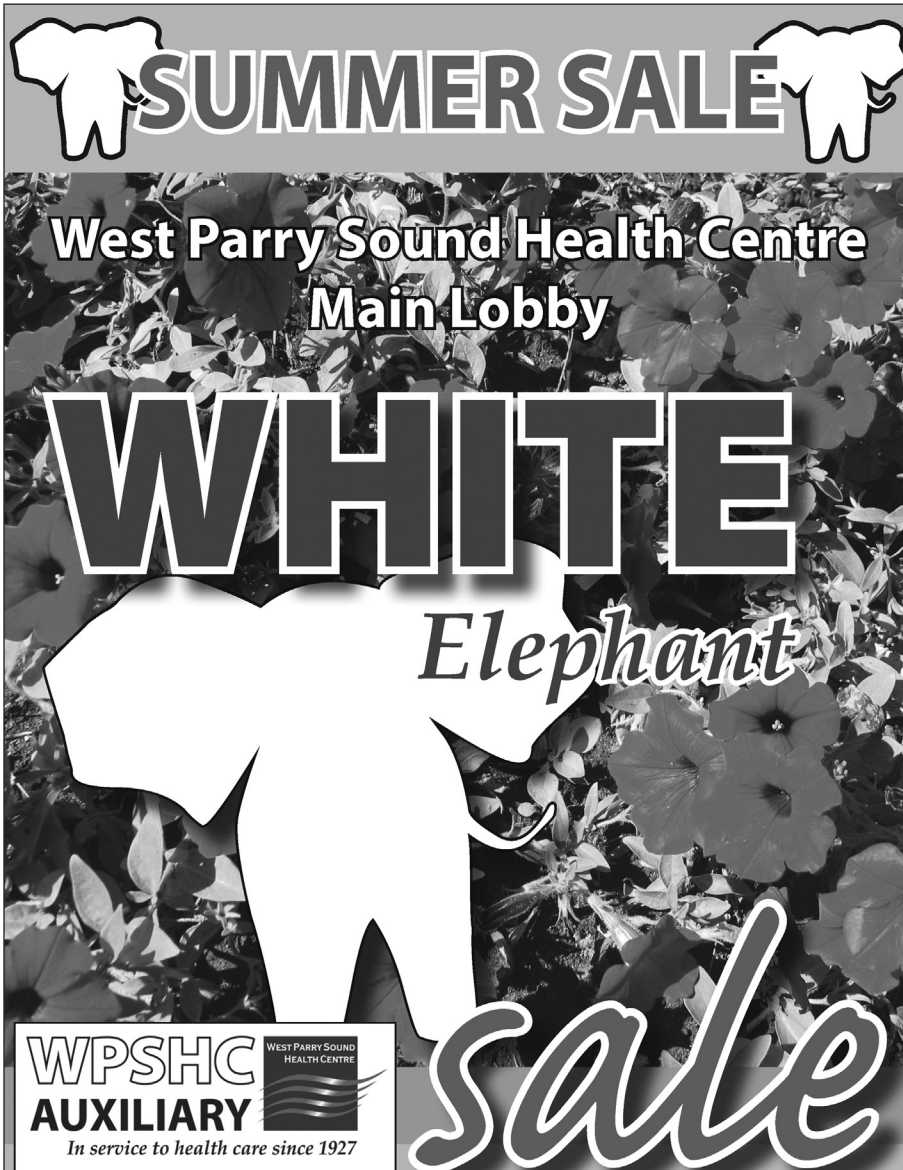
Whipped potatoes

Vegetable medley

*All weekly menus
can be subject to change*

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A large graphic featuring a white silhouette of an elephant standing in a field of flowers. The word 'SUMMER SALE' is at the top in a bold, sans-serif font, flanked by two small white elephant silhouettes. Below it, 'West Parry Sound Health Centre Main Lobby' is written in a smaller font. The word 'WHITE' is in large, bold, sans-serif letters, and 'Elephant' is in a script font. The word 'sale' is in large, cursive script at the bottom. In the bottom left corner is the WPSHC Auxiliary logo with the text 'In service to health care since 1927'.

SUMMER SALE

West Parry Sound Health Centre
Main Lobby

WHITE
Elephant
sale

WPSHC
AUXILIARY
In service to health care since 1927

Monday, July 6 • 10 a.m. to 3 p.m.

*Proceeds to the WPSHC Auxiliary
in support of health care for our community*

If you have precious items that you no longer need and that someone else would be interested in purchasing, please bring them to the Auxiliary office or to Whispering Pines. Thank you for helping our Auxiliary support quality care at WPSHC.

'Healthy parks healthy people'

Ontario has joined the world-wide Healthy Parks Healthy People movement and is encouraging everyone to visit a provincial park to improve their health. Ontario's provincial parks will be open to the public free of charge on July 17 this year for all day-use visitors.

Started in Australia, Healthy Parks Healthy People reinforces and encourages the connections between a healthy environment and a healthy society.

Research shows access to nature and green space plays a vital role in physical and mental health, wellbeing and development:

- Contact with nature has been found to lower blood pressure, strengthen the immune system, help fight disease and reduce stress.
- Activities done in a natural environment reduce anger, fatigue and sadness compared to the same activities in a human-made environment.
- Communities with more green space have lower rates of crime and violence.
- Incorporating physical activity into your day can reduce your risk of heart disease and stroke, prevent high blood pressure, high cholesterol, type 2 diabetes, osteoporosis and certain types of cancer.

With more than 330 provincial parks in Ontario, our province's natural spaces are the perfect places for fun and healthy activities.

Encouraging Ontarians to be healthy and enjoy the outdoors is part of the government's plan to build a better Ontario through its Patients First: Action Plan for Health Care.

Information from www.ontarioparks.com

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Our Vision

Achieve excellence in health for life.

Our Mission

A provider and partner in the delivery of exceptional care.

Strategic Stability

As most simply described by the Carnegie Endowment for International Peace the term was originally coined to describe: "the stability of the nuclear balance by reducing the incentives for either side to strike first."

During the early life of this Strategic Plan we have adopted the theory as a functional framework for our circumstances at WPSHC. Most simply, the theory describes a strategic consideration for when to be aggressive or passive; in particular noting the risk of reckless aggression during a time of imbalance or uncertainty.

It is very important for us to note that 'strategic stability' does not equate with inaction, but rather the opposite. Strategic stability is only possible to achieve with a strong foundation that requires a great deal of work to build and maintain.

To begin our organizational journey through this Strategic Plan 2015-2020, we are proud to recognize that Accreditation with Exemplary Standing is our solid foundation and a strong first step into the next five years.



WPSHC CARES



Our Strategic Priorities

Safe, High Quality Services

Safe, high-quality and comprehensive care, supported through patient and staff education that is intentional and responsive to the changing needs of the patients and families we serve.

Financial Health

An accountable and efficient health care organization that makes effective use of all its resources.

A Culture of Participation and Improvement

Engaging staff, volunteers, physicians, and other community partners in sustaining a safe and healthy workplace with organizational culture of respect, responsibility, teamwork, and continuous quality improvement.

Engagement and Partnerships

Working together with our partners and our communities to provide care and improve the health status of those we serve.

Patient Relations - we want to hear your compliments and concerns

In person • Hand written • Online

- Ask for a Department Manager's contact information.
- Send us a letter - 6 Albert Street, Parry Sound, P2A 3A4.
- Write your comment online at www.wpshc.com by using the 'Contact Us' button and clicking on 'Suggestions or Concern.'

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*West Parry Sound Health Centre's Strategic Plan
and the Statement of Values are subject to annual
review by the Board of Directors.
This plan was approved 11 May 2015.*

Accountability

- Board Quality and Safety Committee
- Chief of Staff and Leadership Team
- Medical Advisory Committee
- Medical and Clinical Quality Improvement Teams

- Board Property and Finance Committee
- Audit Committee
- Leadership Team

- Leadership Team
- Joint Health and Safety Committee
- Quality Worklife Initiatives Committee

- Board Community Engagement Committee
- Leadership Team

Measurement

- Quality and Safety Committee Work Plan
- Quality Improvement Plan*
- Publicly reported indicators*
- Patient Experience / Satisfaction Surveys

- Property and Finance Committee Work Plan
- Hospital Accountability Planning Submission
- Operating and Capital Statements
- Audited Financial Statement*

- Quality of Worklife Survey
- Safety Indicators
- Ontario Hospital Association Safety Group
- Quality Worklife Initiatives Committee scorecard

- Community Engagement Committee Work Plan
- Community Engagement Calendar
- Community Engagement Report*

**WPSHC Corporate Action Plan
and other operational planning tools**

* publicly posted or links available at www.wps hc.com



Open and Accountable

to the communities we are privileged to serve

- Look online at www.wps hc.com for our annual Quality Improvement Plan and other accountability documents.
- Ask for a printed copy.

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Statement of Values

'West Parry Sound Health Centre CARES'

We believe that our staff is the most important resource in our organizational commitment to these enduring and fundamental values.

C

COMPASSION

We believe that every person within and relating to WPSHC has distinct physical, psychological, social, emotional, and spiritual needs which must be compassionately addressed with dignity, care, respect, and empathy.

A

ACCOUNTABILITY

We believe that WPSHC is accountable for providing the best possible outcomes of care constantly seeking out ways to improve quality and service; promoting a learning environment; fostering essential partnerships and linkages; and being efficient and effective resource managers.

R

RIGHTS AND RESPONSIBILITIES

We believe that every person has the right to access quality health care and to participate in decisions affecting that care, and that every person has a responsibility for his/her own health. We believe that every person has the right to a healthy workplace and to participate in decisions affecting that workplace; and that everyone has the responsibility to contribute to that environment.

E

EXCELLENCE

We believe that WPSHC strives to be a model of excellence in the services it provides, in the environment in which it operates, and in all the processes utilized in the provision of those services.

S

SAFETY

We believe that safety is lived and actively encouraged every day as a shared responsibility among those providing, supporting, and receiving care. We work hard to maintain and promote all aspects of safety including physical and emotional safety through staff participation, education, increased awareness, managing risk, and eliminating harm.

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