

FORE! Teeing off to support local cancer care - *photos and story inside*

news **WPSHC** CENTRE

weekly newsletter of West Parry Sound Health Centre

October 8 to 14 • 2018



Members of the West Parry Sound Health Centre Patient and Family Advisory Council and support staff are working together to bring more community input into the delivery of health care services: Judy Rallis, Su Koppisch, Roy Wainright, Chair Trudie Johnson, (back row) WPSHC CEO Donald Sanderson, Chief Nursing Officer and Director of Patient and Family Centred Care Deborah

Randall-Wood, Manager of Quality and Risk Debbie Junk-Lloyd (staff support), Mike Doughty, WPSHC Board member Joan Conn, Kirsten Baker, Communications and Community Relations Officer Jim Hanna (staff support). Members not shown, Sarah Pyykko and WPSHC Board member Marcella Sholdice.

Patient and Family Advisory Council using experiences to improve care for everyone

We are the patient's voice.

That's how community members of the Patient and Family Advisory Council would describe their new role at West Parry Sound Health Centre. The 11-member council is now meeting monthly and working successfully to develop a shared understanding of the group's responsibilities, its

priorities, and its limitations.

"We offer a very public commitment to the communities we are privileged to serve that we will provide every patient with safe, quality patient and family centred care," said WPSHC Chief Executive Officer Donald Sanderson.

continued on page 7

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Golfers, sponsors, and volunteers supporting local cancer care



*Photos courtesy of
Sue Ostertag Images*

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Golfers support women's health with emergency purchase for Breast Cancer Clinic

Between 2015 and 2017, the Foundation's golf tournament netted \$56,377 to support our mammography unit.

Our long-term vision was acquiring ground-breaking 3-D mammography technology to enhance the performance of our digital mammography unit. This new technology costs \$140,000.

But at the end of August that changed. The Foundation received an emergency purchase request from our Breast Cancer Clinic for a Sentinel Lymph Node Biopsy Gamma Probe for our Operating Room. This critical machine in breast cancer care broke the day before. The broken machine was purchased in 2007, was deemed obsolete and couldn't be repaired.

Our Operating Room needed to borrow a machine for September 4.

At an estimated cost of \$30,000, thanks to all the past Golfers participating in this tournament, we had the money in our Support the Girls Tournament Fund. This machine is critical to Dr. Claudia Soto understanding the spread of breast cancer, thus allowing her to stage the care.

While we are always fundraising for the next technology in support of fighting breast cancer, sometimes having the money in our Support the Girls Golf Fund means we can meet an emergency purchase that serves our community without a glitch in care.



Thank you to all players - past and present - for making it possible for Dr. Soto to continue exceptional care here in our community.

On the last Saturday of September thanks to 133 golfers, steadfast sponsors, the Health Centre and Foundation Boards for their amazing contribution to the prizes, the Foundation added an estimated \$19,000 to the Mammography Unit Account! A perfect day with each golfer receiving a beautiful scarf bought through Whispering Pines Boutique!

Thank you all!



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HIV/Hepatitis C TESTING EVENT

(Naloxone Training Available)

CHANCE TO WIN A \$25 TIM CARD!



Parry Sound Friendship Centre
13 Bowes St., Parry Sound, ON
705-746-5970

Tuesday, October 23, 2018
11:00 am - 2:00 pm

Free lunch, games, prizes!

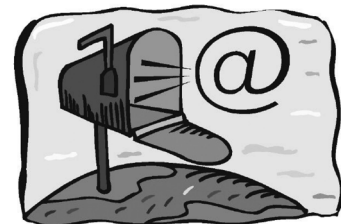
KNOW YOUR STATUS
Get tested - Learn your options



Public Health Agency of Canada
Production of this document has been made possible through a financial contribution from the Public Health Agency of Canada. The views expressed herein do not necessarily represent the views of the Public Health Agency of Canada.



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

705 746-4540 extension 4144

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You could be a winner and support our Staff Education Fund

Our Foundation's payroll deduction 50/50 draw takes place every two weeks - and you can sign up to participate any time.

- The cost to enter the 50/50 draw will be \$5 per pay - only available through payroll deduction.
- The winning participant and the Foundation equally share the amount of money collected through the entry fee. Pick up a form from the Foundation office.

The Payroll Prosperity Program is helping to raise thousands of dollars for our Foundation to purchase much-needed equipment along with support for the Staff Education Fund... and thousands will be shared by lucky Payroll Prosperity participants.

Everyone should be prepared for our Accreditation Canada Site Survey Visit - October 15 to 18

- It's all about improving safety and quality.
- The surveyors are health care professionals, physicians, and administrators who work in hospitals.
- If you do not know the answer to a question asked by the surveyors, please be comfortable in referring the question to someone else, and/or offering to find the answer and get back to the surveyor.
- The surveyors will want to speak to you. Please embrace the opportunity to communicate with them. You are the experts in how we carry out our work.
- Know the Required Organizational Practices (ROPs) that apply to your work and what your area does to meet them.
- Our survey visit provides an opportunity to be proud of what you do.

OPEN STAFF DEBRIEF - CAFETERIA 11 to NOON on 18 OCTOBER

ROPs: 'Required organizational reading'

In the Accreditation Canada Qmentum accreditation program, Required Organizational Practices (ROPs) are evidence-informed practices addressing high-priority areas that are central to quality and safety. Accreditation Canada defines an ROP as an essential practice that organizations must have in place to enhance patient safety and minimize risk.

Accreditation Canada began developing ROPs in 2004 under the leadership of its Patient Safety Advisory Committee. The first steps in developing a new ROP involve national and international literature reviews to identify key safety areas and best practices, analysis of patient safety-related on-site survey results and compliance, and field-specific research. Feedback is then sought from expert advisory committees and through national consultation with client organizations, surveyors, and other stakeholders such as governments and content experts before it is released to the field.

ROPs are reviewed and updated regularly. At times, as some ROPs become widely implemented, Accreditation Canada

transitions them into high-priority criteria within the accreditation program.

ROPs are categorized into six patient safety areas, each with its own goal:

- **Safety Culture:** Create a culture of safety within the organization.
- **Communication:** Promote effective information transfer with clients and team members across the continuum of care.
- **Medication Use:** Ensure the safe use of high-risk medications.
- **Worklife:** Create a worklife and physical environment that supports the safe delivery of care and service.
- **Infection Control:** Reduce the risk of health care-associated infections and their impact across the continuum of care.
- **Risk assessment:** Identify and mitigate safety risks inherent in the client population

*Information from Accreditation Canada.
For more information on ROPs, visit
www.accreditation.ca*

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Funded by:



Kids and Seniors, learning and playing!

Intergenerational Learning: Enhancing the social, mental, and physical health of seniors

Canadore College, in Parry Sound, is pleased to provide a unique, innovative, intergenerational learning opportunity to bring seniors together with children, to learn from each other about a variety of different topics. Each session, will be led/taught by either seniors or children, supported by local community partners/resources, with specific learning activities designed to enhance the overall social connectedness and well being of seniors.

Thurs, Sept 20th Honeybees, Apiary, and Honey

Thurs, Oct 11th Career and Mentoring

Thurs, Oct 25th Indigenous

**OCTOBER
ACTIVITIES**

Thurs, Nov 8th Enabling Use of Technology

Thurs, Nov 22nd Health and Wellness

Thurs, Dec 6th Cooking, Nutrition, and Eating Well

Thurs, Dec 20th Helping Others

Thurs, Jan 17th Pollination and Gardening

Thurs, Feb 14th Storytelling

Thurs, March 7th Staying Active, Fun with Fitness

Are you a senior?

Register today, for 1, 2, 3, or all 10 sessions.

Have fun with kids from Parry Sound Public School.

Cost: Free to attend for seniors, please register

Phone: 705.746.9222

Online: www.canadorecollege.ca/wps

Time: 10:00 am to 11:30 am

Location: Canadore College, 1 College Drive

www.canadorecollege.ca/wps

LLTC

Living

Individuality

SPIRIT

Family

Empowerment

“ I volunteered to attend a hospital board meeting and share my experiences, hoping it would elicit change. The board made me feel welcome and asked questions about our experiences. The result of that meeting was the creation of the Family and Patient Advisory Committee. **”**

‘Voice of patients’ supporting care delivery at WPSHC

continued from page 1

“In order to truly understand our successes, and where we’ve fallen short of expectations, we need to hear directly from our patients. We work very hard to provide safe quality care in every experience, but is that perspective always shared by our patients and families at the bedside. Answering that question, will be important work for our Patient and Family Advisory Council.”

Supported by the health centre board’s Community Engagement Committee, the council has grown slowly under leadership from two community volunteers who first began meeting in the summer of 2017.

Trudie Johnson and Roy Wainright stepped forward at town-hall-style gatherings in McKellar and Parry Sound when the Community Engagement Committee held its first meetings outside of the health centre boardroom. Johnson and Wainright subsequently attended a board meeting and then worked with health centre staff to create a draft terms of reference for the council.

Their formative work received official board endorsement and new members began being added to the council. Johnson co-chairs the group, a responsibility once shared with experienced WPSHC board member Conrad van der Valk, who also chairs the Community Engagement Committee. A new board member is now being appointed to the Council as van der Valk has taken up other governance responsibilities on the board of Lakeland Long Term Care.

Johnson felt the urge to become active in health care engagement following multiple trips to the emergency department with her 85-year-old father followed by his five-week stay in the health centre.

“My family saw ways the centre could improve,” she said. “When given the opportunity to attend a community meeting, I wanted to hear if friends and neighbours experienced the same frustrations as we had. I volunteered to attend a hospital board meeting and share my experiences, hoping it would elicit change. The board made me feel welcome and asked questions about our experiences. The result of that meeting was the creation of the Family and Patient Advisory Council.”

Johnson is confident that ‘the patient’s voice’ will inspire and support ongoing quality improvement.

“As co-chair of the council I welcome other patient and family members who have stories to tell and ideas for positive change so that West Parry Sound Health Centre can provide the best care for everyone.”

The advisory council works together with staff to improve aspects of care that can be openly shared to benefit all patient and families, and does not become involved in any access to personal health information. Issues and concerns relating to a specific patient’s experience at WPSHC are officially investigated through a very separate mechanism, known as the patient relations process.

Through both channels, the health centre is listening to the patients and families we are privileged to serve.

FROM THE MINISTRY OF HEALTH AND LONG-TERM CARE

Council begins work to 'end hallway medicine'

The provincial government has announced its plan to expand access to long-term care, reduce the strain on the health care system in advance of the upcoming flu season, and work with front line health care professionals and other experts to transform the province's health care system.

Last week, Premier Doug Ford and Deputy Premier and Minister of Health and Long-Term Care Christine Elliott announced that Ontario is moving forward with building 6,000 new long-term care beds across Ontario.

These 6,000 new long-term care beds represent the first wave of more than 15,000 new long-term care beds that the government has committed to build over the next five years.

As an immediate measure, Ford and Elliott also announced that Ontario will create over 640 new beds and spaces and continue funding beds and spaces already operating in the hospital and community sectors across Ontario to help communities prepare for the surge that accompanies the upcoming flu season.

Taken together, these actions are intended to ease pressure on hospitals, help doctors and nurses work more efficiently, and provide better, faster health care for patients and their families.

"One patient treated in a hallway is one patient too many. It's unacceptable that people are still waiting hours before seeing a doctor, or are forced to lie on stretchers in hospital hallways when they do finally get care," said Ford. "Patients are frustrated, families are frustrated, and doctors and nurses are frustrated. We told the people of Ontario we'd make our hospitals run better and more efficiently, and we'd get them the care they deserve. Today, we're keeping that promise."

"Hallway health care is a multi-faceted problem that will require real and innovative solutions," said Elliott. "Our government will continue to listen to the people who work on the front lines of our health care system as we develop a long-term, transformational strategy to address hallway health care."

Ford and Elliott made their announcement at the inaugural meeting of the Premier's Council on Improving Healthcare and Ending Hallway Medicine. Under the leadership of Dr. Rueben Devlin, the Council

will recommend strategic priorities and actions to improve Ontario's health outcomes and improve patient satisfaction, while making Ontario's health care system more efficient.

"To address the problem of overcrowded hospitals, we must have a long-term vision, planning and stable funding," said Dr. Devlin. "I look forward to working with Premier Ford, Minister Elliott and this exceptional group of leaders to bring more integration, innovation, and better use of technology to transform our health care system for the people of Ontario."

Information from Ministry of Health and Long-Term Care

The following individuals will sit on the Premier's Council on Improving Healthcare and Ending Hallway Medicine:

- Dr. Rueben Devlin, Special Advisor and Chair
- Dr. Adalsteinn Brown, Professor and Dean, Dalla Lana School of Public Health at the University of Toronto
- Connie Clerici, CEO, Closing the Gap Healthcare
- Barb Collins, President and CEO, Humber River Hospital
- Michael Decter, President and CEO, LDIC Inc.
- Peter Harris, Barrister and Solicitor
- Dr. Jack Kitts, President and CEO, The Ottawa Hospital
- Kimberly Moran, CEO, Children's Mental Health Ontario
- David Murray, Executive Director, Northwest Health Alliance
- Dr. Richard Reznick, Dean, Faculty of Health Sciences at Queens University
- Shirlee Sharkey, President and CEO, Saint Elizabeth Health

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Parking passes are available for frequent visitors

- Available for purchase in the Finance Department.
- \$4 per day plus \$15 deposit for the visitor parking card.
- Unlimited in-out access during purchase period.
- Deposits are refundable upon return of Visitor parking card.
- The Visitor parking card is transferable among patient and family members.

Whispering Pines Gift Shop



Sales of no-slip socks
support patient safety

OHA welcomes new funding to address high patient volumes this Flu Season

The Ontario Hospital Association (OHA) welcomes the Ontario government's significant investment last week to help care for patients this coming flu season.

"Ontario hospitals appreciate the government's timely action in responding to the immediate capacity challenges within the health care system," said Anthony Dale, President and CEO of the OHA. "While hallway health care will not be solved overnight, the investments announced today will significantly improve the health system's ability to care for patients this coming winter when patient volumes are expected to be at their highest."

As flu season nears, it's becoming clear that Ontario's health care system is under enormous pressure. In July 2018, at a time when hospital occupancy rates are usually much lower, there were 4,455 patients, occupying 15 percent of hospital beds, waiting for a more appropriate level of care (ALC), such as home care or long-term care. That means one in six hospital beds is being used by a patient who could be better served in a different setting.

Last year, occupancy rates grew throughout the fall, peaking at the height of flu season in January, and so did wait times for patients admitted through emergency departments. Some patients often received care in hallways, boardrooms, and other unconventional spaces that are not conducive to high-quality patient care.

"Ending hallway health care over the long term will take systemic solutions, new ideas and deep collaboration among all health system partners. We look forward to contributing to this transformational effort and to ensuring that ultimately, patients have timely access to the health services they need at the right place and at the right time."

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Ontario Hospital Association The Ontario Hospital Association (OHA) is the voice of Ontario's public hospitals. Founded in 1924, the OHA uses advocacy, education and partnerships to build a strong, innovative and sustainable health care system for all Ontarians.



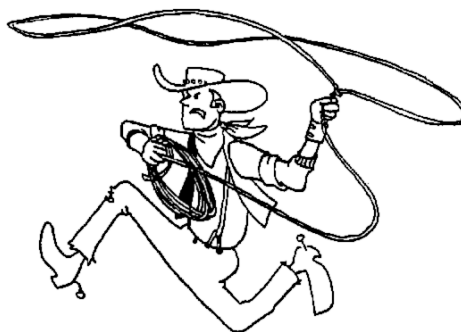
Immunization clinics will begin in late October and continue throughout the influenza season.

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Look what's cooking this week

OUR DAILY LUNCH MENU



MONDAY

Closed for Thanksgiving Monday

TUESDAY

Soup: Homemade Garden Vegetable, Cream of Mushroom
Entree: Perogies, Pizza

WEDNESDAY - HOME ON THE RANGE

Soup: Texas Red and Black Bean (Lightly Spiced Full of Vegetables and served with Corn Chips)

Salad: Bacon Ranch Pasta Salad (Cool and Creamy with Bacon and Fresh Peas)

Entree: BBQ Beef on a Bun (Tender Slices of Slow Roasted Beef with Smoky BBQ Sauce piled High on a Soft Cornmeal Bun)

• Cowgirl Fries (Crispy Cross-Hatch Fries Tossed with Mesquite Seasoning and Served with Applewood Smoked Aioli)

Sweet: Apple Caramel Cheesecake (Delicious and Deep with lots of Tart Apples attd Creamy Caramel)

THURSDAY

Soup: Homemade Beef Noodle, Cream of Tomato
Entree: Chicken Finger Club Wrap with Spring Mix Salad

FRIDAY

Soup: Chicken Gumbo, Cream of Cauliflower
Entree: Fish and Fries, Poutine

You can pre-order tonight's dinner meal

- All dinner orders must be placed before 2 p.m. by calling extension 2510.
- There will be no custom orders.
- Dinners are \$5, payment due at pick up.
- Pick up is between 4 and 6 in Dietary.

Monday

Chicken Parmesan, Fuisili Noodles, Italian Mixed Vegetables

Tuesday

Old Fashioned Beef with Gravy, Mashed Potatoes, Broccoli

Wednesday

Sloppy Joe on a Hamburger Bun with Sunrise Vegetables

Thursday

Festive Baked Ham, Sweet Potatoes, Green Beans

Friday

Cheese Tortellini, Garlic Bread, Caesar Salad

Saturday

Beef Stir Fry with Rice

Sunday

Roast Turkey, Mashed Potatoes, Squash

Meals served in our Cafeteria

Hours of operation are:

Monday to Friday - 11 a.m. to 1:30 p.m.



All weekly menus can
be subject to change

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**Serving
with care
every day
of the
year**

**National Health
Care Food Services
Week**

October 8 to 14

‘THANK YOU’

*From your co-workers at WPSHC and Lakeland,
patients, residents, families, and visitors!*

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PARTICIPATE IN

NATIONAL AUTISM AWARENESS AND ACCEPTANCE MONTH



Volunteer Appreciation Dinner

Tuesday 6 November - St. Peter's Hall

Social starting at 5 p.m. - Dinner to follow at 5:30



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