

## VIHA CELEBRATES PASTORAL CARE WEEK OCTOBER 23 - 29

The contributions of pastoral/spiritual caregivers of all faiths who help on the healing journey will be celebrated in VIHA this month. Pastoral Care Week, October 23 to 29, gives opportunities for organizations and institutions of all kinds around the world to recognize the spiritual caregivers in their midst.

"We are joining an international effort to celebrate the women and men who daily share hope in a hurting world," said **Charles Joerin, Manager of Spiritual Care Services** for



countless volunteers, and faith community partners who work in hospitals and long-term care homes across the region, ministering to the spiritual needs of the sick and the frail and their families, bringing them peace and comfort.

This year's theme for the international event is *Healing Wisdom*. "The theme helps us focus on the wisdom of those who seek and foster insight that brings harmony, order, peace and healing to individuals and society," said Joerin

The symbol for the week, seen above, is the bird "Sankofa," a wisdom symbol from the Kan people of Ghana. The mythical bird has its feet turned forward and its head turned backwards to represent learning from the past to have a strong future. "We reach back to draw wisdom from our experiences and from our inner depths where God resides," said Joerin.

The seed for Pastoral Care Week was sown in the US in 1983 and the first official national Pastoral Care Week was celebrated in 1987. By the early 1990s it was being celebrated in Canada and around the world. Now each year, the last week of October provides an opportunity for chaplains and pastoral care providers to share their stories and to celebrate their various ministries.

During VIHA's week, VIHA chaplains invite all staff and volunteers to acquaint themselves with the Spiritual Services staff. "Take a moment to share your piece of wisdom - your experience, strength and hope - with us. We will all be better for it," said Joerin.

Traditionally pastoral caregivers cross institutional, economic, cultural and ecclesiastical boundaries when integrating spirituality into the healing of the whole being. They work around the clock in communities, congregations, hospitals, long-term care facilities, correctional services, mental health systems and many other places where hurting and healing people are found. They seek to help people of all faiths and those with no formal religious affiliation.

"May your blessings be great this week and always," said Joerin. ▲

### VIHA Staff & Volunteers: Tell Us Your Inspirational Stories...

In honour of Pastoral Care Week, VIHA's Spiritual Care Services is collecting true stories from staff and volunteers of people and incidents that have influenced them in a profound way. What important lessons have patients or residents taught you? Who has inspired you or helped you grow as a person?

To protect privacy, submissions should omit names and identifying details and give a pseudonym for the individual. The stories will be posted on the VIHA pastoral/spiritual care website to create a web log of inspirational wisdom, said Menu, who serves as webmaster. Contributors should provide their name and contact information, however, for web publication, the chaplain can have it attributed to "anonymous", if you so indicate when submitting your story.

Send stories to Arthur Menu by email at [arthur.menu@viha.ca](mailto:arthur.menu@viha.ca). Stories will be available for viewing by all VIHA staff at after November 1, 2005. Stories may be edited due to length. [www.viha.ca/pastoral\\_care/](http://www.viha.ca/pastoral_care/)

## IT'S ACCREDITATION TIME AGAIN

**E**ight surveyors from the Canadian Council on Health Services Accreditation (CCHSA) toured Vancouver Island this week to evaluate a selection of VIHA clinical teams.

“VIHA staff likely saw them as they traveled the Island examining 16 of our programs,” said **Sue Iles, Corporate Initiatives Coordinator**, who oversaw the months of preparation for the intensive visit.

The team arrived last Sunday for the third year of the CCHSA’s rolling accreditation process. The surveyors, three of whom are on their second or third trip to VIHA, met with VIHA staff, interviewing patients and clients, and with community stakeholders to evaluate how five of VIHA’s organization and service delivery compares to the rest of Canada.

“Since this is the third time we have been through this process, we are all a lot more experienced and comfortable, yet each time it is quite a big undertaking and we learn something new,” said Iles.

This year the 16 VIHA teams being evaluated focused primarily on a variety of surgical, emergency, aboriginal and mental health teams around the region, with information management, acquired brain injury and the South Island’s home and community care rounding out the selection.

Last year rural and urban acute medical services, rehabilitation, neurosciences, intensive care, rural primary care, and the island-wide renal program were examined. The surveyors followed up on progress on recommendations made in previous years as well as reviewing the new programs.

During their visit, the accreditors also pulled charts, read files, walked into wards and/or service areas and talked to staff and patients.

Founded in 1917, the accreditation process is an essential way for health service organizations in Canada to receive an independent evaluation on their strengths and weaknesses and to better understand the objectives and intricacies their own organization. In addition, the findings can

then be compared to a set of national standards. In the past CCHSA evaluated single sites or institutions, such as a single large hospital, but now with the creation of large health authorities in B.C., the accreditation process of a complex organization like VIHA takes three years to complete.

Now that this year’s visit is over, however, VIHA won’t have a few years of rest before the next team of surveyors arrives. Instead, in 2006, VIHA will be in year one again of the rolling accreditation process.

“The process has changed from a single accreditation visit into a never-ending cycle of continuous quality improvement. We will be doing this for many years,” said Iles.

*See following pages for Accreditor Biographies...*

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Connections<sup>VI</sup> is the Vancouver Island Health Authority’s monthly electronic newsletter for staff, physicians, health partners and community members.



Visit [www.viha.ca](http://www.viha.ca) to find out more about our organization, to see what’s in the news, or to access previous copies of Connections<sup>VI</sup>.

## MEET THE ACCREDITORS

The eight CCHA surveyors touring VIHA this week are among a roster of 350 health experts from across Canada - doctors, nurses and hospital administrators - that CCHSA calls on to conduct the accreditation process. The following individuals will be surveying VIHA this week:

### Jane Mealey- co-leader of survey team

Ms. Mealey is Vice President of the Children's Health Program at the IWK Health Centre in Halifax, Nova Scotia. She holds a RN Diploma, a BSc-Nursing degree and a Masters of Education Administration. She has held a number of senior positions particularly as patient care directors in both Nova Scotia and Alberta. Ms. Mealey is a director on a number of health care boards, including Cancer Care Nova Scotia, the Nova Scotia Provincial Cardiac Advisory Committee and the Canadian Association of Pediatric Health Centres. This is Ms. Mealey's third visit to VIHA

### Dr. Carl Robbins - co-leader of survey team

A professor of Family Medicine at Memorial University in Newfoundland, Dr. Robbins' professional work includes family medicine, teaching and telehealth research and a keen professional interest in rural health and health informatics. He obtained his medical degree from Dalhousie and an MBA from Memorial. He now chairs the Telehealth and Educational Technology Resource Agency (TETRA) and among other positions is a member of the Health Canada Advisory Committee for Health Information. This is Dr. Robbins' third visit to VIHA in three years.

### Dr. Simon Brooks

Dr. Brooks is a general psychiatrist at the Bridgewater Nova Scotia Mental Health Clinic and a consultant in Adult Mental Health to Nova Scotia Government Department of Health. His career has taken him from training and early positions in Scotland and England to Saskatchewan and Nova Scotia. He has been very active in both the Nova Scotia provincial and Canadian Psychiatric Associations, holding key positions. He is an assistant clinical professor in the department of psychiatry at Dalhousie University and also has a private practice in Bedford Nova Scotia.

### LCdr Murray Doggett

Mr. Doggett is the Commanding Officer of the Canadian Forces Health Services Centre in Trenton, Ontario. He holds a Bachelor of Arts (Psychology) from the University of Manitoba and a Masters of Health Sciences - Health Administration from the University of Toronto. As part of his many roles and responsibilities in his career in the health care aspects of the Canadian military, he led the implementation of a national health care provider network for Canadian Forces Health Centres and is currently leading a military primary care

clinic through a renewal project designed to improve the quality and continuity of care delivered to the men and women of Canada's armed forces.

### Ruby Jacobs

Ms. Jacobs is the director of Health Services at the Six Nations of the Grand River Health Services, in Southern Ontario, overseeing 147 staff and 23 programs. She earned her nursing degree in 1965 in Hamilton Ontario and over her career has worked in front line nursing positions, nursing education, and administration, including 16 years as a professor of nursing for Mohawk College in Hamilton and Brantford Ont.

### Mary Lessing-Turner

The CEO at Churchill Regional Health Authority in Churchill Manitoba, Ms. Lessing-Turner trained as a physiotherapist and throughout her career has held a number of administrative positions in Manitoba, Alberta and Nova Scotia. She holds joint academic positions with both the University of Manitoba and University of Alberta faculties of Rehabilitation Medicine and has researched and published in the area of vestibular disorders. She has been very active in the Canadian Physiotherapy Association, holding many positions in the association in all of the three provinces where she worked, including chair of the management division.

### Marie Owen

Marie Owen is the director of Health Services Quality Improvement for the David Thompson Health Region in Red Deer, Alberta. She began her career as a nurse, earning going on to earn a Bachelor's and Masters Degree in Nursing from the University of Alberta. She has held a number of senior positions in health care administration including Health Services Director for Acute care in the East Central Regional Health Authority in Alberta. Ms. Owen also has taught post-basic BSc Nursing program in North Eastern Alberta.

### Randy Penney

From Renfrew, Ontario, Mr. Penney is the President and CEO of the Renfrew Victoria Hospital and of the nearby St. Francis Memorial Hospital in Barry's Bay. He has a Masters in Health Administration and throughout his career has held a number of senior positions in hospitals in London, Chatham and Peterborough, Ontario. This is Mr. Penney's second visit to VIHA. ▲

HAVE YOU VISITED THE  
LUNCHROOM LATELY?

<http://intranet.viha.ca/>



## 'TAKE HEART' IS SET TO START IN NANAIMO

The Vancouver Island Health Authority's Multi-Site Cardiac Risk Reduction/Rehabilitation Program is pleased to announce the opening of the 6<sup>th</sup> site for the *Take Heart* Cardiac Rehabilitation Exercise program on Vancouver Island. Classes started in early October in Nanaimo at the North Ridge Fitness Centre.

*Take Heart* is a Vancouver Island community-based cardiac rehabilitation exercise program developed in partnership with VIHA, the Inter-Municipal Recreation Centres of Victoria, the YM-YWCA of Greater Victoria and the North Ridge Fitness Centre in Nanaimo.

*Take Heart* programs are now offered at six sites on Vancouver Island: four community centre sites in the Victoria area, a hospital-based site at RJH for patients who are high risk and require physician supervision to exercise, and now the newest site in Nanaimo.

The Nanaimo site of *Take Heart* is similar in design to current models of cardiac rehabilitation offered by major hospitals in BC; the sole difference is its location (community-based). *Take Heart* is recognized and recommended by physicians and follows the guidelines of the Canadian Association of Cardiac Rehabilitation as well as the American College of Sports Medicine which is recognized world wide as being the "gold standard" in cardio/pulmonary exercise rehabilitation.

"Our *Take Heart* program is very high quality at a modest cost. I encourage all my patients to go," says **Dr. David Kinloch, Cardiologist**.

The Nanaimo site at North Ridge Fitness will provide a much-needed cardiac rehabilitative exercise service for the people of the Central Island. This 12-week program is of benefit to people who have had a cardiac event or who have heart disease risk factors such as high blood pressure, abnormal lipids, over weight, diabetes, smoking history, inactivity, stress, and/or depression. It includes individual assessment and an exercise prescription. The exercise sessions are carefully monitored & supervised in a safe environment. An approval form to exercise is required from the family doctor or specialist in order to participate in the program.

*Take Heart's* mission is to support clients with cardiac disease, or at risk of cardiac disease, to self-manage their health. By working with the Multi-Site Cardiac Risk Reduction/Rehabilitation program staff, this community-medical based partnership provides appropriate standardized, integrated, comprehensive and safe exercise programs in a cost effective, client friendly format. ▲

For information or referral forms, please contact:

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### WELCOME NEW VIHA EXECUTIVES

Please join me in welcoming **Michelle Stewart, Chief Communications Officer** and **Lynn Stevenson, Chief of Professional Practice and Nursing** to the Vancouver Island Health Authority.

Prior to joining VIHA, Michelle was the Director of Communications for the Ministry of Health, where she worked for ten years and was the primary communications liaison with health authorities. She has provided leadership in all aspects of issues management and media relations, and directed the coordination and execution of communications strategies related to a number of significant program, policy and legislative initiatives. Michelle joins us October 31<sup>st</sup>.

Throughout her career, Lynn has held many senior level positions, most recently as Leader of Professional Practice & Chief Nursing Officer at the Fraser Health Authority. Prior to this she was the Provincial Head of Supportive Care, Community Development and Chief Nursing Officer at the BC Cancer Agency, and held a number of Regional Director positions in the former Capital Health Region. Lynn holds a PhD in nursing with a research focus on organizational change, leadership and nursing practice, and has a CHSRF Extra fellowship. She joined VIHA on October 24<sup>th</sup>.

~ Howard Waldner, President and Chief Executive Officer

## WORKPLACE WELLNESS WEEK OCTOBER 24 - 30

**C**elebrate Health Canada's Healthy Workplace Week October 24-30. The need to keep healthy through regular physical activity, good diet and stress management is becoming an increasingly important message in Canadian society.

But adopting healthy activities into busy work life can be very challenging, particularly when one's job is to look after the health of others.

This week various sites around VIHA will be providing displays and information about lifestyle choices and healthy workplaces as part of Health Canada's annual Healthy Workplace Week. Stop by the various displays, usually in or near VIHA cafeterias and you have a chance to win free passes to local fitness clubs.

"Health care workers who are fit and healthy are less likely to sustain injuries or become ill on the job and more likely to heal faster, such as recover from a back injury more quickly," says **Adrienne Hook, Manager of Ability, Wellness and Safety Claim Management.**

Reducing obesity, increasing physical activity and eating healthy foods will help everyone become healthier.

Taking the stairs at work instead of elevators, choosing healthier foods from cafeterias and vending machines, and using "active transportation" such as walking, biking or busing to work rather than taking the car are all ways to improve health while working.

VIHA is establishing a wellness framework to help implement and sustain wellness in the VIHA workplace. As part of this process, VIHA employees will be given the opportunity to provide their opinions and suggestions on what wellness means to them, types of wellness activities that are taking place in VIHA and some that perhaps should be considered in the future.

"As health care workers our focus and energy is spent caring for the health and wellbeing of others but it is critical that we also take good care of ourselves." said **Brian LeFurgey, Manager of Prevention & Health Promotion** in VIHA's department of Safety and Wellness. "Creating and sustaining a positive, healthy workplace is a responsibility from which we all benefit." ▲

For more information about  
Health Canada's Healthy  
Workplace Week visit

[www.healthyworkplaceweek.ca](http://www.healthyworkplaceweek.ca)

## FLU SHOTS STILL AVAILABLE

**I**f you haven't had time to roll up your shirtsleeves for a flu shot yet, don't panic. VIHA's Workplace Wellness and Safety nurses will continue offering free vaccinations to staff, volunteers and contractors for the next several weeks.

"Getting a flu shot is one the most important things you can do to protect the patients and long-term care residents in your care from a serious illness," said **Dr. Murray Fyfe, VIHA's Medical Health Officer.** "When we have high staff immunization rates, influenza complications and deaths among patients and residents drop dramatically."

Influenza is a potentially deadly respiratory virus that kills thousands of Canadians each year and sends thousands more to hospital with related complications, such as pneumonia. This year, VIHA is striving for 80% staff immunization rate in all its facilities on Vancouver Island.

**Parting Shots:** The final flu vaccination clinics for staff will be held on the following dates:

### *North Island*

Campbell River, November 21

### *Central Island*

Nanaimo, November 25

Parksville/Qualicum, November 25

Duncan/Chemainus/Ladysmith, November 24

Port Alberni, November 24

### *South Island*

Victoria General Hospital, November 17

For more info, call the Beat the Bug Hotline: 370-8950 (SI) or visit: <http://intranet.viha.ca/flu>. ▲