

Carewrite

Carewest news and information for everyone

REMEMBRANCE DAY NOVEMBER 11TH

Honouring our Veterans



Carewest Colonel Belcher Ceremony

Top photo: Colonel Belcher resident and Veteran Bill Grayson with his nephew Mike Ostin.

Bottom photo: Peacekeeper Veteran Mathew Schovanek with his sister Felicite Graf and nephews Evan, 10 and Dion, 12.

For more Remembrance Day photos, please turn to page 13.



In this issue

- 3.....2007/2008 business plan priorities
- 4.....United Way campaign exceeds goal
- 6.....Accreditation report highlights
- 8.....Health care help wanted
- 9.....Workforce statistics
- 10.....Staffers make 3,500 calls a week
- 11.....Employee profile: Elaine Lake
- 16.....Last Housekeeping Corner
- 17.....Council reduces chance of error
- 18.....Seniors get free nutritional help
- 20.....Prevent foot problems

FROM THE EXECUTIVE DIRECTOR

DALE

F O R B E S



THANK YOU

Accreditation and United Way successes

Every day at Carewest, we work hard to ensure those we care for are well taken care of. It's both challenging and rewarding work.

This past month – in addition to the excellent work we do each day – Carewest staff went above and beyond, contributing their time, energy and enthusiasm to two very important causes.

Accreditation and the United Way campaign are major initiatives whose importance cannot be underestimated. Staff participation ensured that we achieved positive results in both endeavours. A heartfelt thank you for your efforts.

Months of preparation went into Accreditation in anticipation of the surveyors' arrival. But it didn't end there. Once the surveyors came to Carewest, they conducted "spot" interviews with staff and held focus groups with clients, staff and community partners. The hard work paid off – Carewest has successfully been accredited by the Canadian Council of Health Services Accreditation. In its congratulatory letter, the council says, "Your organization's leadership and staff are commended for participating in the accreditation process." I couldn't agree more. While they were here, the surveyors personally offered positive comments about the informed and helpful feedback they received from staff across the organization.

The full Accreditation survey report has been posted on the Carewest website (www.carewest.ca) under About Carewest → Quality Improvement → Measuring our Success. You can also read more about the results on Page 6 of this edition of *Carewrite*.

Hot on the heels of Accreditation came this year's United Way campaign, which, like Accreditation, was a success.

The number of dollars donated by Carewest staff this year was higher than ever before. In total, \$34,076.88 was raised to address the root causes of social problems such as poverty and abuse. Many of those donations were earmarked to benefit Carewest directly. Even more important than the amount of money raised is the number of staff – 1587 in total – that took part in site activities and initiatives. Total corporate participation ranged from a healthy 20 per cent participation in pledging to an astounding 123 per cent participation (pledging and special events combined)! You can read more about the campaign highlights on Page 3 of *Carewrite*.

Through these two initiatives, it's not hard to see the commitment and generosity of Carewest staff. The positive results of Accreditation and the United Way campaign reinforce my pride in Carewest staff, who clearly care not only for our clients and residents, but also for our community as a whole.

I congratulate you all for your efforts.

Dale Forbes
Executive Director

Carewest drafts business plan for upcoming year 2007/2008

Once a year, Carewest holds a day-long business planning meeting to determine the organizational priorities for the upcoming fiscal year (which runs from April 1st to March 31st of the following year) and where Carewest will focus its energies.

This year, the business planning meeting was held on November 3rd and included members of the Executive Leadership Committee and Leaders, including those from Human Resources and Education. The day was very positive and productive and plenty of good discussion helped carve out our priorities. Feedback, thoughts and suggestions from staff were brought forward by Leaders and helped develop our plan. At the end of the day, we had come to a common understanding of the many issues (and opportunities) facing Carewest. We can certainly count on another busy year ahead!

As always, working together will help us reach these goals. We look forward to your ongoing feedback and suggestions as we grow as an organization.

Dale Forbes
Executive Director

Some key Carewest priorities for the upcoming year include:

- Recruiting and retaining staff.
- Implementing provincial and regional initiatives including the new Continuing Care Standards and MDS (Minimum Data Set).
- Working on projects that will increase access to continuing care services. At this time, these include the newly-announced Strathmore Care Centre as well as the long-term plan for the Bridgeland site.
- Reviewing and revising the organizational structure to better support our expanding sites and services.
- Raising the profile of Carewest within the region and community.
- Trying to solve our information technology problems.
- Continuing the ceiling lift project.

DONNA THURBER

COURAGE award created in honour of Fanning resident

I am honoured that the MS (Muscular Sclerosis) Society has created an annual fund raising award for COURAGE in my name, and that I am its first recipient.

This past June, I was able to raise over \$3,000 for the MS Super City Walk. Over the years, my fundraising activities have allowed me the opportunity to experience firsthand the friendship and understanding of family, friends and even strangers. Everyone is hoping that a cure can be found for this disease. We know that researchers are getting close.

Donna Thurber
Resident, Carewest Dr. Vernon Fanning



Donna Thurber with the MS Society award for courage, named in her honour.

CAREWEST EMPLOYEES & UNITED WAY

Carewest exceeds United Way fundraising goal

The 2006 Carewest United Way campaign was a great success! Carewest employees once again demonstrated a truly caring culture by raising \$34,076.88. This is a 10 per cent monetary increase over last year!

Although we may not have met our staff participation goal of 28 per cent (20 per cent of our staff contributed to the campaign financially), it is evident that Carewest employees recognize the important work United Way does in our community. They gave more this year than ever before.

Our 2006 goals	Our 2006 results
28 per cent participation by staff	20 per cent participation by staff
Five per cent increase in money raised	10 per cent increase in money raised*
Raise awareness of United Way	1587 Carewest employees attended 48 special events
*Raised a total of \$34,076.88	

Site campaign coordinators did a great job organizing 48 special events across all our sites during a one week period, including chili cook-offs, pot lucks, shoe shining, ice cream and popcorn days, to name a few, which were attended by 1587 employees.

One important goal that was met was increasing employee knowledge about United Way and the programs they support. Information was posted around the sites and canvassers were busy answering questions. Individuals were surprised to hear some of the Calgary statistics related to homelessness, children living in poverty and issues faced by youth. How did they respond? Our results tell the story; they got involved!



Mark Ewan shines shoes to raise funds for United Way.

I would like to take this opportunity to thank all who participated. I extend a special thank you to the site coordinators and canvassers for their tireless efforts in supporting this important corporate initiative.

The city-wide United Way campaign is going very well. At the mid-campaign point, United Way has raised \$27M, which is 54 per cent of their financial goal. Over 35,000 Calgarians have participated in the campaign, which represents 40 per cent of the participation goal. United Way is well on its way to achieving its goals for 2006 and Carewest employees can be proud to say they contributed in a significant way. We made a difference!

The city-wide campaign will continue until December 31st. If you missed our Carewest campaign from October 19th to the 27th and would like to submit a pledge, please contact **Debbie Chaisson** at 267-2912 for a form or contact United Way directly. When submitting pledges, be sure to identify Carewest as your employer. We may meet our participation goal yet!

*Joan Gilmour
Director, Specialized Assessment & Treatment*



**Many thanks to everyone
who made Carewest's
2006 United Way
campaign a success!**



Halloween 2006

*Top: Karen Anderson
Middle: Janina Ceglarek, Gloria Tracey,
Heather Gourlie and Dolores Gourlie.
Bottom: Jason Kosolofski*

Accreditation report highlights

Carewest has received the official Canadian Council of Health Services Accreditation (CCHSA) report and it is good news for us, echoing many of the positive findings noted by the surveyors who visited us in September.

The surveyors granted Carewest Accreditation on the condition that we provide a follow-up report in April. This is a very typical level of Accreditation for organizations; there are always opportunities for improvement, particularly in the area of the safety standards that have been recently implemented.

Successes

In the Accreditation survey report, the surveyors outlined several successes achieved by Carewest:

- The organization welcomes and initiates change and is willing to participate in activities that support the Calgary health system.
- The organizational structure has moved from a site-based to a program-based structure.
- There is a strong focus on client safety and a number of initiatives have been taken to protect patients, staff and others.
- Carewest has been working with the community and the Calgary Health Region to meet the emerging needs of the current population and there are excellent examples of new initiatives such as EQuaL, Comprehensive Community Care and the Operational Stress Injury Clinic.
- The organization has developed a framework of reference called “What We Strive to Be; What We Value; How We Conduct Ourselves; and What We Will Achieve.”
- All sites and gardens are well maintained and functional and they offer a quality environment for client care and staff work life.
- A number of programs have been nationally recognized.

What is Accreditation?

As part of our ongoing commitment to quality improvement, Carewest completes a survey process every three years by the Canadian Council on Health Services Accreditation. These surveys provide us with information about how Carewest measures up to national health care standards. Once we have feedback from the surveyors – in the form of a report that outlines our accreditation status – we then focus on areas identified for improvement. In most cases, these areas were already identified by our own teams. Accreditation gives us a roadmap to follow as we strive to be the very best we can be.

The Numbers

Out of the 485 criteria by which Carewest was evaluated:

- ✓ On **273** criteria, the surveyors rated Carewest exactly **the same** as we rated ourselves.
- ✓ On **202** criteria, the surveyors rated Carewest **lower** than what we rated ourselves.
- ✓ On **10** criteria, the surveyors rated Carewest **higher** than what we rated ourselves.

Key Areas to Address

Of the areas noted for improvement, most, if not all, were identified by Carewest teams who completed self-assessments. This indicates that our teams were honest in their appraisals and diligent in looking for ways they could continue to improve services and processes. In fact, for a number of recommendations, teams have already completed or started initiatives to address the areas identified. Out of all the criteria reviewed, there were only five recommendations that the CCHSA required Carewest to respond to within six months.

The surveyors were appreciative of the detailed responses we provided to help them assess the area of client safety (in addition to the questions asked of teams and those they asked staff while they were on tour). **Of the 21 patient safety goal areas, the surveyors found only five areas for Carewest to address, which we will report back on within six months.** This is recognition of Carewest's commitment to addressing client safety across the organization. While the standards may be new to CCHSA, safety is not a new focus for us and we will continue to work to improve this important area.

As a first recommendation that Carewest must address, the report recommends that Carewest continues to develop formal guidelines for disclosure of adverse events and educate staff once these guidelines are developed. In fact, the guidelines were completed prior to the survey, however we believed it was important to have them thoroughly reviewed and an education plan in place before distributing them more broadly.

There were two recommendations specific to improving the medication reconciliation processes. These processes will primarily be addressed within the Transition Care and Support portfolio but we can expect that their work will provide learning for all areas.

A fourth recommendation addresses our processes for ensuring competency for infusion pumps. In fact, we already have a process to establish competency for the few areas that use this technology as we partner with the Calgary Health

Region to access expertise to provide this training. Education Services will be looking at what kind of education is needed to maintain competency for those staff involved.

A final safety-related recommendation for us to address in the follow-up report is related to implementing a preventative maintenance program across all sites. This was something identified by the Executive Leadership Team a year ago as we established our plan of action for this year. Work has been proceeding to determine the type of processes and resources needed to make it successful.

Opportunities for Improvement

The survey process is driven by key criteria that must be met. When surveyors identify opportunities along certain dimensions, the recommendation is automatically elevated to a key recommendation.

The key recommendation made by CCHSA is that, "the organization take immediate steps to address the challenges in recruiting and scheduling, consistent staffing on all units."

This is an area that was identified within our self-assessments and during interviews by many managers and staff. Our Human Resources team has been working on a number of initiatives to address this challenge (see Blair Phillip's article on Page 8). The challenge is intensified by Calgary's difficult labour market. The Executive Leadership team recognizes that there is more to do and you will hear of new efforts being directed to further support the organization to ensure we have consistent staffing on the units.

All in all, the Accreditation report is one of which we can be proud. Much work went into preparing for the report and staff support was excellent. Thank you for your commitment and honest assessment of Carewest as we work to build on our many strengths. You can see the full report by visiting the Carewest website (www.carewest.ca) under About Carewest → Quality Improvement → Measuring our Success.

Jeanine Kimura
Quality and Service Development Leader

Help wanted!

As you start to think about all the reasons why a shift goes vacant, you can appreciate that the solutions go far beyond recruitment.

This should be the new slogan for Calgary. You only have to walk down the street or pick up a newspaper before you are bombarded with 'help wanted' signs.

It doesn't matter what business you're in, everybody seems to be looking for employees. Carewest is no exception, but how each organization responds depends on the type of business they're in. I stopped by my local Tim Hortons on the way to work and, sure enough, the door was locked with a sign explaining that due to staffing shortages, the service hours were changing. Obviously, this is not a sign that Carewest can put in the window.

When we look more closely at the issue for Carewest, there are fundamentally two areas to consider:

1. **Labour Supply** – How many people are in the job market that we can recruit?
2. **Labour Demand** – What is the demand for labour? That is, how much labour do we need to fill the lines, what is the staff turnover, sick time, vacation time?

As you can appreciate, there are many factors that influence both the supply and demand for labour. A great deal of emphasis is placed on the recruiting function to keep the new hires coming. In order to do this, the recruitment team and some managers have invested a great deal of time at various job fairs across the province. **Linda, Tari** and **Tara** have been busy interviewing on Saturdays and even going off-site to meet candidates at local coffee shops.

The obvious next question is: how well are we doing in keeping staff? Part of our success in dealing with workforce shortages will be the improvements we can make in staff retention, recognition, better rotations, utilizing casual staff more effectively, employee orientation, workplace safety, improved employee feedback, etc. As you start to think about all the reasons why a shift goes vacant, you can appreciate that the solutions go far beyond recruitment.

Carewest is in a fortunate position, as we can build upon some of the great work that is already taken place in the organization. While helping out at one of Carewest's

recent job fairs, I was very proud to hear the respect and admiration people have of the organization, which is a direct reflection of the quality work by our staff.

How do we continue to make positive changes in such a large and diverse organization and ensure we are learning from one another? The short answer is to involve staff. We know that some of the best work done in this organization has been through committees or charters where there was direct staff involvement. Learning from our past experience, the Executive Leadership Committee (ELC) has approved the creation of a Workforce Planning Steering Committee (WPSC) and a Rotation Development Task Force.

The WPSC is a standing advisory group to oversee the implementation of Carewest's workforce plan. The membership will be made up of management and front-line staff representing various occupations, departments and sites. As the details are finalized further information will be announced.

The objective of the Rotation Development Task Force is to review and analyze the methodology and assumptions that go into building staffing rotations. I know rotations are a favourite topic for everyone – our challenge is to try to create better and more meaningful lines. This Task Force will be made up of a small group of experts representing Finance, Scheduling, Operations and Human Resources.

Two new committees

Workforce Planning Steering Committee – oversees the implementation of Carewest's workforce plan.

Rotation Development Task Force – reviews and analyzes the methodology and assumptions that go into building staff rotations.

As a member of ELC, I will be reporting bi-weekly on the progress of these two groups and I will be submitting a regular update to *Carewrite* to make sure the organization is kept informed. Our success is going to be what we make it and, judging by our past efforts, I have every confidence we can succeed.

Blair Phillips
Director, People & Learning

Did you **KNOW**

FEATURE: Workforce Statistics

Who works in health care?

- 172,500 or 9.7 per cent of employed Albertans work in health care-related jobs. That's almost one in every 10 employed Albertans.
- 83.1 per cent of people employed in health care in Alberta are women. When you consider that only 45 per cent of the total workforce in Alberta is female, that's high.
- More than 70 per cent of health care workers in Alberta are employed by organizations with less than 100 employees. Only 11 per cent work for organizations with more than 500 people.

Demand for health care workers is increasing

- The unemployment rate in the health care sector is very low at 1.5 per cent. There are not enough qualified people to fill all available positions. (There are always some people moving from one job to another. That's why the unemployment rate is not zero per cent.)
- The need for health care workers continues to grow. By 2010, Alberta will have 30,000 *new* health care jobs. That's 16.9 per cent of all new positions created in the province.
- The health care industry expects to see increased demand in community-based services, DAL (designated assisted living) and net increase in long-term care beds.

Who will fill the jobs of the future?

- Although Calgary's population is the youngest in the country at 34.9 years, Canadians in general are aging and having fewer babies. For every two people who leave in the year 2010, only one will take their place.
- The percentage of Canadian women between the ages of 25 and 44 who work is declining by 2.9 per cent. These numbers are significant to health care because 83 per cent of the health care workforce is female.
- Health care workers retire earlier than average. The average retirement age for Canadians is 61 but health care workers leave at 57.

***By Blair Phillips
Director, People & Learning***

*If you have any interesting facts about Carewest, we'd love to hear them. Please email
Lynne.Koziey@calgaryhealthregion.ca or send an inter-office mail to Lynne at the Administrative Building.*

STAFF SCHEDULING SERVICE

“Staffers” make 3,500 phone calls a week



We are **Patricia, Cheryl, Arlyene, Mickey, Mario, Jason, Kendra, Louise, Yvonne, Kara, Sue and Janet.**

‘Staffers’, as we call ourselves within the Staff Scheduling Service, are well known to the nursing staff who receive telephone calls asking (okay, sometimes begging) if they can cover a vacant shift.

Just how many calls do we make? It takes hundreds of phone calls to nursing staff to fill both planned and unplanned absences from work, seven days a week. In fact, the staffers make 3,500 calls per week to fill shifts. We often have to leave a message for the nurse we are calling, and that means we receive just as many calls back. We are on the phone a great deal of the time.

Staff Scheduling helps operational managers maintain service levels by assisting in filling vacant shifts. Vacant lines, outbreaks and sick calls are work for both Staffing and management. Working short is an outcome no one wants and is a disappointing outcome of valiant staffing efforts on the part of both site management and Staffing.

This busy department is overseen by Staffing Coordinator **Patricia Hewko** and has a partially decentralized model of service. The group is together at the Administrative Centre for training, workload sharing and payroll preparation, but also is out at the larger sites for accessibility and increased customer relations some days each week. Often the staffer and nurse have spoken on the phone for months or years before meeting face-to-face. First meetings in person are always fun and usually sound a lot like, “I didn’t think you looked like that!” or, “I thought you were older!”

When not calling out or receiving return calls, staffers are busy entering payroll information into the system.

All master rotations and subsequent rotation changes, assignments as well as new hires, transfers, terminations, time-off requests, absences and relief bookings have to be entered with the proper pay coding for each of the 1,750 employees we have in the ESP system. We process approximately 2,200 changes every week.

We work closely with pay processors at each department. In the nursing units, we usually get most of the information from (and give information to) the unit clerk. It takes good communication all the way from the manager to the unit clerk, to the staffer and back to ensure there are no errors. We also have to ensure clerical accuracy when reading scribbled notes, keying in data and getting the coding correct. Any small misunderstanding or keying error can result in a staffing or payroll error.

Despite the pressure, or possibly due to the pressure of trying to staff 24 busy units, staffing at Admin is known for the laughter, good spirits and fun. We celebrate everything and stop for a laugh (and a chocolate) often.

Stop by sometime and say hi – and let us know when you are available to work!

Barbara Black, Employee Relations Leader and Patricia Hewko, Staffing Coordinator

WWW.REALAGE.COM

Make mine cherry



Tools for easing sore muscles: heating pad, aspirin, and . . . cherry juice?

That's right – forget the Bengay. In a university study, regularly drinking a juice blend that contained tart cherry juice helped ease post-workout muscle pain caused by strength training. Makes sense. Cherries are high in phenols and anthocyanins, compounds that stamp out inflammation in a big way. Of course, topical analgesics like Bengay and Tiger Balm may help, too. But it's nice to know there may be a sweeter smelling solution.

In the study, the post-workout benefits were achieved with two 12-ounce servings per day of the cherry juice blend.

EMPLOYEE PROFILE

elaine lake

Carewest employees and volunteers make up a vibrant community with diverse talents and dreams. This month we profile Elaine Lake, Licensed Practical Nurse at George Boyack.

Elaine Lake's bragging rights extend way beyond her talents as a Licensed Practical Nurse (LPN) at Carewest George Boyack.

The mother of three grown children and grandmother of three can claim success in an area most of us have never explored – deep sea fishing.

“I caught an octopus last year,” Elaine says. “No one could believe it.”

The native Nova Scotian is no stranger to water. She spent her life on the shores of the Minas Basin on the eastern extremity of the Bay of Fundy. The area has the highest tides in the world with an average tide ranging from 34 feet to a staggering 45 feet.

“It was very, very rural. The farms in the surrounding area are all passed down for generations so everybody knows everybody. There really isn't that much room for newcomers,” says Elaine, 50.

Six years ago, she and her husband **Tony** decided it was time for a change and came to Calgary, where she started at Carewest.

“We wanted a change. The children are all grown up and we always wanted to come out west. My children said, ‘Mom, you go, see something of the world’ so here we are,” she says.



“I'm from a quiet little town, where there is not very much diversity of culture. Out here, there are lots of different cultures, lots of different things to learn. You do need to see other things of the world. In the little town where I'm from, there were maybe 1,200 people and we lived outside the town.”

Last year, the veteran LPN – she's worked in the profession for 30 years – was nominated for the Laura Crawford Award, which was established to recognize an LPN who displays excellence in their nursing practice.

“I just love geriatrics. I want to help seniors, be their advocate and respect them, get them involved in life. I love to knit and bake and get them involved and talking about their life. You can always learn something new from somebody.”

Outside of work, Elaine likes playing guitar, camping, and of course fishing – sometimes even just in a river...

*Lynne Koziey
Communications Coordinator*

WELLNESS IS... active living



Active Living is an approach to life that values and includes activity in everyday living... it is not an exercise program.

How much is enough? Health Canada says you need from 30 minutes to 60 minutes of moderate physical activity most days of the week. You can do 10-minute periods several times a day to experience the health benefits. The length of time you need to be active depends on effort.

Very Light Effort	Light Effort	Moderate Effort	Vigorous Effort	Maximum Effort
	60 minutes/day (Can be done in 10-minute periods)	30 to 60 minutes (As you progress you can cut down to 30 minutes four days/week)	20 to 30 minutes	
Strolling Dusting	Light walking Volleyball Easy gardening Stretching	Brisk walking Biking Raking leaves Swimming Dancing Water Aerobics	Aerobics Jogging Hockey Basketball Fast swimming Fast Dancing	Sprinting Racing

Endurance	Flexibility	Strength Training
Walking, golfing, cycling, dancing	Gardening/yard work, Yoga, Tai chi, stretches	Climbing stairs, lifting and carrying toolboxes (or young children), lifting weights

Try to mix endurance, flexibility and strength activities. This will help to strengthen your lungs and heart, keep joints flexible and mobile and maintain strong bones.

**For more information, call Margaret Usherwood
Health Promotion Coordinator, Carewest Colonel Belcher
944-7854**

Try this gentle yoga stretch while sitting at your desk.



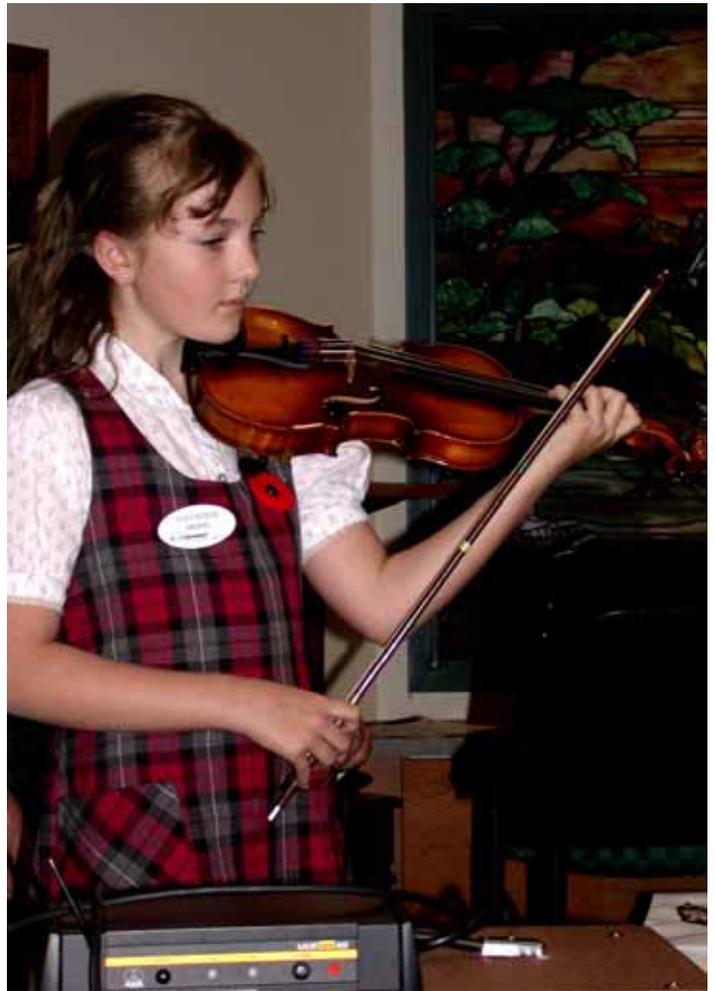
Sit up straight with your head and shoulders facing forward. Place your right hand on top of your computer monitor.



Next, slowly raise your left arm straight above your head. Gently stretch your left arm backward as far as is comfortable. Hold for three seconds and then switch.



Source: www.realage.com



November 11th

Remembrance Day ceremony at Carewest Colonel Belcher in memory of those who have sacrificed so much for our country.

Top right: Rachel Costain (Philip's daughter).

Bottom: Chaplain Philip Costain with Constable Warren Wright of the Calgary RCMP.

REMEMBERING YVONNE MCISAAC

Painting holds special place in hearts of staff and clients



Painting of Yvonne's dog at the Day Hospital.



Yvonne McIssac

It has been a year since the passing of **Yvonne McIssac**, a therapy aide who was known for her dedication, diligence and attentive care of clients. She worked for Carewest for 35 years.

This beautiful painting of Yvonne's dog hangs in our main area in the Day Hospital as a reminder of how much she meant to us and how much she contributed to our team and clients. It was painted by Day Hospital client **Adele Safran** in memory of Yvonne.

*Trena Suarez
Day Hospital team members and clients*

COLONEL BELCHER

Fiddlin' up some fun at the Belcher

The first time Carewest Colonel Belcher's talented fiddler band jammed at the cafeteria, we caught it on camera. It was such an enjoyable sight and sound, thanks to:

- Violin and vocals – **Martin**
- Guitar – **Denise**
- Rhythm band – **Helen and Andy.**

*Mona Chiu
Carewest Colonel Belcher*





WINTER SCHEDULE

Keeping in Touch

Twice-yearly *Keeping In Touch* sessions give staff the opportunity to meet, have refreshments and hear about new developments across Carewest. They also provide staff with an informal venue to ask questions and talk about what's on their mind with **Dale Forbes**, Carewest's Executive Director.

If you have questions, ideas or concerns you would like addressed at the *Keeping in Touch* session at your site, you can submit them in advance. Just drop a note in the suggestion box at the meeting venue one week before the session. Or, you can e-mail them to:

KeepingI@calgaryhealthregion.ca

*Debbie Chaisson
Executive Secretary*

Session Location	Dates and times
Dr. Vernon Fanning	Dale will attend unit meetings with Mark Ewan to discuss issues.
Nickle House	(Completed) Wednesday, November 8 th 2:30 p.m. to 3:30 p.m.
Admin Centre	Thursday, November 16 th 9:00 a.m. to 10:00 a.m.
Royal Park Multipurpose Room	(Completed) Thursday, November 9 th 1:30 p.m. to 2:30 p.m.
Colonel Belcher Auditorium	Monday, November 20 th 1:30 p.m. to 2:30 p.m.
Signal Pointe	(Completed) Tuesday, November 14 th 2:00 p.m. to 3:00 p.m.
George Boyack Chapel	Monday, November 27 th 2:00 p.m. to 3:00 p.m.
Glenmore Park Day Hospital Dining Area	Friday, November 17 th 2:30 p.m. to 3:30 p.m.
OSI Clinic	(Completed) Thursday, November 9 th 10:00 a.m. to 11:00 a.m.
Sarcee Chapel	Wednesday, November 22 nd 2:00 p.m. to 3:00 p.m.

NURSES CELEBRATING NURSES DINNER CARNA Calgary/West Region

'Putting on the Ritz'

Monday, May 7th, 2007
Red & White Club



New

Early Bird GIFT CERTIFICATE TICKETS

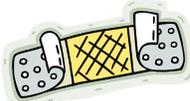
On sale November, December & January for only \$25/ticket

Ideal for Christmas parties, conventions, seminars, door prizes, staff gifts or raffle items.

Contact: Chris Davies
403-932-7243
cdavies@nurses.ab.ca
Sarah Kopjar 403-282-4095
skopjar@shaw.ca

HEALTH TIP

Preventing bruising in older adults



Why do we bruise?

A bruise is caused when blood pools under the skin after an injury. The skin may look swollen and change colour (blue, black or yellow). It is normal for the body to bruise with injury.

Why do older adults bruise more?

The skin and blood vessels become thinner and more delicate with aging. Older adults can develop bruises very easily and they may take several months to completely heal.

Medications that increase bruising include pain relievers like Aspirin or Advil, blood thinners and many herbal medicines such as garlic or ginseng. Drinking alcohol, smoking and lacking some kinds of vitamins can also increase bruising. For example, Vitamin C protects against bruising by strengthening small blood vessel walls.

Ways to prevent bruising

- Use gentle touch and support when providing care.
- Keep areas clutter-free.
- Change or shift positions often when in bed or in a wheelchair.
- Use adapted clothing and extra protective padding for identified fragile areas.
- Good nutrition and adequate fluids are helpful.

*Ruth Cox
Client Service Leader
Carewest Colonel Belcher*



FINAL TIP

Peter bids farewell

Dear Carewest,



I recently resigned my position with ARAMARK Canada as the Operations Manager for Carewest Housekeeping. It has been eight years since I began with ARAMARK at Carewest and it has been a terrific journey all the way. I really appreciate how Carewest has always encouraged the housekeeping teams to get involved with all of your programs and service initiatives. You recognize the value housekeeping brings to your facility and we really appreciate it!

The past eight years have also seen a lot of exciting growth for Carewest and I am proud to have been part of it. This includes the addition of four new buildings – Royal Park, Signal Pointe, Colonel Belcher and Nickel House – and all of the new programs like C3 (Comprehensive Community Care) and Hospice at Sarcee, Neuro Rehab and RCTP (Regional Community Transition Program) at Dr. Vernon Fanning, MSK (Musculoskeletal) and the Recovery and Rehab programs at Glenmore Park, just to mention a few.

The new Operations Manager for housekeeping will be starting soon and will be very lucky to part of such a great team!

I truly enjoyed being part of the Carewest team and want to wish you all the best of luck and a fond farewell. I hope that we may cross paths again sometime soon.

***By Peter Pawluk, Operations Manager for ARAMARK,
Carewest Housekeeping***

P.S. One more housekeeping tip... Next time you dry your clothes, save the used softener sheet. It will help you clean a casserole dish or pan with burned-on food. Just fill the pan with hot water, toss in the sheet and leave it in overnight. The next day, the burned on food will slide right off. Just remember to give the pan a wash afterwards with clean fresh water.

MEDICATION SAFETY COUNCIL

Council aims to reduce chance of medication errors

Promoting a culture of safety is part of everyone's job at Carewest, but one special group takes furthering safety – particularly medication safety – to a whole new level.

The Medication Safety Quality Council acts as a leadership and coordinating body to reduce and manage the risk associated with medication delivery in Carewest. The council exists within the larger quality improvement framework of Carewest.

Every month, this team of committed council members from Nursing and Pharmacy gets together to figure out how best to reduce the potential for medication errors. Part of the council's mandate is to encourage reporting of medication errors and "near misses", review trends in this area and make recommendations to address system issues that lead to such hazards and errors.

Currently, the council is looking at improving the Narcotic and Drug Control Record, which aims to ensure resident and client medication profiles are correct upon admission. The council is also working to keep client allergy information up-to-date and is exploring how to reduce distractions and interruptions during medication preparation and administration. The team members from Pharmacy have also looked for opportunities to improve medication packaging and labeling, and are reviewing inventory for potential sound-alike, look-alike packaging problems.

So, if you see an area where medication delivery can be improved upon or if you make a "near miss", speak to your leader or one of the above team members. We all have a role to play in Carewest's culture of safety.

*Lynne Koziy
Communications Coordinator*

Medication Safety Quality Council members



- **Florinda Canterras**
- **Sharon Durdle**
- **Helen Gallant**
- **Anna Habermel**
- **Jerry Hanen**
- **Josee Hilera**
- **Noor Jamal**
- **Joan Kowalewski**
- **Bev Rosia**
- **Michela Smith**
- **Joan Stregger**
- **Danielle Swerhone**
- **Doris von Tettenborn**



INFECTION PREVENTION AND CONTROL Mary LeBlanc honoured by CHICA

On November 1st, **Mary LeBlanc**, Carewest's Infection Prevention and Control Leader, was honoured at the Community and Hospital Infection Control Association (CHICA)-Southern Alberta Chapter meeting. She was presented with a special plate to thank her for the many contributions she has made to the national association, CHICA-Canada, over the past 29 years.

Picture: Mary (left) with the 2006 CHICA- Canada President, Karen Hope.

COMPREHENSIVE COMMUNITY CARE

Seniors living in the community can now get free nutritional help

Is it true that an apple a day keeps the doctor away? Perhaps, but Carewest dietitians will be the first to say that it doesn't meet all nutritional needs, especially for seniors.

Seniors living in the community can now receive free nutritional screening and counseling, thanks to a new initiative called Nutrition Risk Screening that was spearheaded, in part, by Carewest's C3 (Comprehensive Community Care) dietitians.

Nutrition screening identifies people who have nutrition problems or who are at risk of developing them. The process begins with participants completing a questionnaire. If they do not have problems, they receive general nutrition education. If they do have difficulties, they are linked to grocery delivery, low-cost meal programs and other food and nutrition programs. People at high risk are also referred to their family doctor or a dietitian.

Although healthy eating is important throughout life, seniors are more likely to have nutrition problems. Many live alone and, like most people, they may not be motivated to cook for one person. Some seniors live on a limited income, find it hard to shop or take medication that affects how the body uses nutrients. Others also have chronic diseases that require a modified diet, such as diabetes, arthritis and osteoporosis. It all adds up to the need for a little professional help, which seniors living in the community can now access at the Kirby Centre and the Chinese Elderly Citizen's Association through the Nutrition Risk Screening initiative.

Working with the City of Calgary, the Calgary Health Region and other community agencies that serve seniors, Carewest dietitians have been involved in the initiative from the ground up. **Bonnie Sturgeon** of C3 sat on the Enhancing Seniors Nutrition Initiative Steering Committee that identified gaps in service and developed strategies to address them. A subcommittee was launched to pilot a screening tool and, when Bonnie retired, Clinical Dietitian **Lisa Slauenwhite** took over. Together, they have devoted many hours to meetings, gathering resources, developing forms, etc. Most recently, Lisa helped set up the pilot project at the Kirby Centre, evaluate and revise it. It's now ready to expand to other areas of the city, such as the Chinese Cultural Centre.

For more information about the Nutrition Risk Screening initiative, please visit www.calgaryhealthregion.ca/nutrition or contact Lisa at 686-8107.

Need help getting food?

Having trouble preparing meals?

Have questions about your diet?

If so, drop in to Kerby's Wellness Centre ...

the Wellness Centre helps seniors eat well.

FREE nutrition screening
• Tuesdays: 9:00-11:30 am
• Thursdays: 1:00-3:30 pm

Kerby Centre
3rd Floor
1133-7th Ave, SW
Tel: 705-3234

City of Calgary
Calgary Health Region
Kirby Centre
CALGARY
CSRS
rev. Jul 06

*Divona Herzog
Carewrite Editor*

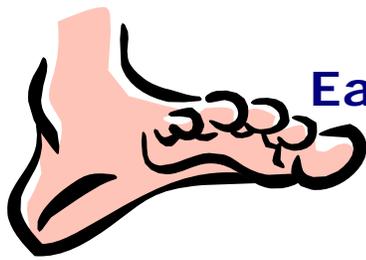


HALLOWEEN AT CAREWEST COLONEL BELCHER Small ghouls and goblins visit residents

Rundle College Elementary School came to Carewest Colonel Belcher in their Halloween costumes, visited with all the residents and sang songs. It was a wonderful day. The residents enjoyed giving out treats and seeing the children's costumes.

*Jan Whisson
Activity Convenor
Carewest Colonel Belcher*





SKIN & WOUND COMMITTEE

Early intervention and proper care prevents serious foot problems

Some clients – such as those with diabetes, peripheral vascular disease or foot deformities – are vulnerable to nerve and vascular damage, which can lead to loss of protective sensation in the feet. By identifying clients with impaired protective sensation, we can provide early intervention, prevent further deterioration and lower the risk of amputation.

Your Skin and Wound team can help

Healing of any skin breakdown is a complex process that requires more than just a topical dressing. Dressings should not be used for protection alone. Rather, identify the cause and make a referral to the Skin and Wound team. They will ensure comprehensive care to address different factors including vascular flow, neuropathic changes, pressure redistribution, glycemic control and lipid control.

All our clients’ feet are assessed on admission and then weekly at bath or shower time. A daily foot inspection for clients with diabetes will promote early identification and treatment of foot problems. Clients with moderate or high risk feet, who require foot care, must be referred to an RN/ LPN with advanced training in foot care.

Clean instruments mean happy feet

To prevent the spread of infection between clients, all foot care instruments are to be cleaned after use.

Please review the updated “Guidelines for Cleaning of General Use Client Care Equipment Policy” CS-06-03-04 Appendix 1, in the Carewest Care and Service Manual. Also refer to the new foot care equipment cleaning instruction poster on each nursing unit.

Carewest Skin and Wound Committee

Check out these statistics

- Approximately 15 per cent of all clients with diabetes will develop a foot ulcer at some time during the course of their disease.
- Eighty-five per cent of lower-extremity amputations are preceded by foot ulcers.
- Of the 85 percent who have lower extremities amputated, 14 to 24 per cent will proceed to major amputation.



Carewest Skin & Wound Educational Day

November 30th 8:00 a.m. to 4:15 p.m.

Carewest Dr. Vernon Fanning
Conference Room #2

- ✓ Maintaining intact skin & pressure sore prevention*
- ✓ SWAT & wound care resource nurse programs
- ✓ Whole person wound assessment, treatment & outcomes
- ✓ Dressing selection & classes workshop

Full day session for RNs/LPNs/OT/PT

* 1 hour session for Nursing Attendants
9:30 a.m. to 10:30 a.m.

Please contact Jen Henry for bookings at 267-2987

SKIN & WOUND COMMITTEE

Education program developed by Carewest takes centre stage at national conference

19 out of 20 care centres within the Calgary Health Region have implemented the program and six more are pending.

Carewest is set to take center stage at a national conference in Ottawa, thanks to the hard work of the Carewest Skin and Wound Committee and its regional counterparts.

An abstract – in both poster and oral form – submitted by **Christine Willey**, Chair of the Carewest Skin and Wound Committee, was accepted for presentation at the annual Canadian Association of Wound Care (CAWC) conference this week.

The 2006 conference, titled "Working Well: Taking the Pressure Off," takes place from November 16th to 19th.

“This gives us national exposure for the work we’re doing within Carewest and the Calgary Health Region,” says Christine, who represents Carewest on the regional Continuing Care Skin and Wound Assessment and Treatment (CCSWAT) Committee and is the Client Service Leader on 1West at Carewest Dr. Vernon Fanning.

“For me it’s a big deal, it’s good for long-term care. I’m thrilled.”

Christine’s poster: *Implementation of a Standardized Skin and Wound Orientation Program for Continuing Care Centres*, is one of four she has successfully submitted at the annual conference, where she has also given three oral presentations.

Christine, along with Carewest Occupational Therapist and former CCSWAT committee member **Jennifer Juchymenko**, created a standardized education program for all staff, something that didn’t exist in any of the long-term care centres within the Calgary Health Region. The education program, which includes three comprehensive PowerPoint presentations, was i



*Chair of the Skin and Wound Committee,
Christine Willey.*

implemented this time last year throughout Carewest before being presented to other care centres.

Now 19 out of 29 care centres within the Calgary Health Region have implemented the program and six more Calgary centres and five rural centres are pending.

“We’re trying to standardize education throughout the care centres for an evidence-based proactive approach with skin and wound management. This approach was really needed across the region – no agency had any process for this – and we worked really hard on it,” says Christine.

“Staff education is imperative to successful pressure ulcer prevention programs and needs both health care professionals and unregulated caregivers to be trained. There’s a big emphasis on prevention, early recognition and early intervention.”

This year’s conference includes national and international expert opinion leaders that will speak about not only improving client outcomes but also improving the day-to-day lives of wound-care clinicians.

For more information, visit the Canadian Association of Wound Care website at www.cawc.net.

*Lynne Koziey
Communications Coordinator*

PANDEMIC PLANNING



We know the influenza virus changes in a small way every year. This is called drift. That's why the influenza vaccine changes every year to fight the new viruses.

About three times every 100 years, we have seen the influenza virus change in a big way. This is called shift. The new influenza spreads easily, more people get this influenza and they get sicker. If the new influenza virus spreads to many countries, it is called a pandemic influenza. Although there is no pandemic influenza anywhere in the world at this time, experts think the pandemic is imminent and inevitable.

Health care organizations and businesses throughout the world are preparing for a pandemic influenza. Canada, Alberta Health, the Calgary Health Region and other health care providers in our region are developing their pandemic plans. Carewest's Pandemic Influenza Response Plan is currently under development. Our plan will assist Carewest staff to prepare for and act before, during and after an influenza pandemic. It will express Carewest's commitment to continue care services and will reflect Infection Prevention & Control initiatives for all staff and clients.

Carewest Infection Prevention and Control

NATIONAL SENIORS' SAFETY WEEK

Prevent falls at home

It's an icy time of year, and frozen sidewalks and stairs can be a safety hazard to seniors, but did you know that your own home could be as dangerous as any slick street?

Most serious falls happen in and around the home, and falls are the number one safety issue for Canadian seniors, says the Canada Safety Council.

About 180,000 seniors over the age of 65 are injured each year in falls.

Falls account for nearly two-thirds of injuries for which people over 65 are hospitalized, and are responsible for 40 per cent of nursing home admissions.

Falls cause more than 90 per cent of all hip fractures in seniors and one in five will die within a year of the fracture.

Falls are also the leading cause of fatal injury among seniors.

*Karen Rudolph Durrie
Neighbours, November 9th*

CALGARY HERALD

Everyone can and should prepare now for pandemic:

1. Get the annual influenza vaccine (unless contraindicated).
2. Practice hand washing, hand hygiene, and respiratory etiquette, starting right now.
3. Keep at least a two-week supply of fluids to drink and supplies, such as tissues, on hand.
4. Have medications for fever on hand and a thermometer handy.
5. Have a backup caregiver for loved ones.
6. Stay well by drinking plenty of water, don't smoke, exercise regularly and reduce stress.



WHAT: We are excited to announce **Passionista**, the dynamically refreshed fundraiser for Carewest as it enters a new era.

WHEN: **Thursday, February 8th, 2007**

WHERE: **Artists of the World Gallery**

514-11th Avenue SW

Passionista will be showcased at Artists of the World, an intimate yet exotic gallery located in a trendy downtown area.

In a truly exceptional experience you will be surrounded by world class art and museum quality memorabilia as you enjoy three levels of fabulous food, extraordinary entertainment, a raffle and silent auction. Whether you lounge on the top level sipping a martini, enjoy the dance floor on the second level or simply mingle throughout the three levels, this will no doubt be an event to tell your friends about.

WHY: All proceeds are directed to the Calgary Health Trust where they will support the Quality of Life Programs at Carewest.

WHO: Prominent corporate and community leaders.

HOW: Your support through sponsorship, donation and/or ticket purchase is critical to our success. We invite you to join us in helping to bring health care excellence to your community.

Ticket Price: \$175

***A spectacular evening
is in store, tantalizing
your senses with
exceptional art, music
and culinary delights.***

**FOR FURTHER INFORMATION
PLEASE CALL (403) 943-0617**

*In 2005, donors to the Calgary Health Trust contributed over \$19 million to excellence in health care.
Together we are creating the healthiest population in Canada one patient, one dollar, one donor at a time.*



Carewrite schedule

December

Submission deadline: December 6th
Publishing date: December 14th

**All submissions
are welcome!**

www.realage.com
**All About YOU:
It's Okay to Cry**



Don't hold back the tears.
A good cry now and then may
do a body good.

Just as sweat removes salt, urine removes waste, and mucus traps bacteria, tears also serve a purpose. Emotional tears -- shed in moments of intense feeling -- carry stress hormones and are a way of getting rid of them. Even if crying embarrasses you, it signals that you've reached a level of stress that's detrimental to your health. So let it out.

Your body makes several kinds of tears:

- *Basal tears* are produced continuously to keep your eyes lubricated; that layer of moisture also helps prevent damage from air currents and bits of floating debris.
- *Irritant tears* are produced when the eyes are hit by flying sand, grit, insects, etc.
- *Emotional tears* are released in moments of intense feeling -- sometimes joy, but more often sorrow.

Unlike basal or irritant tears, which are protective, emotional tears are hormonal and chemically different. One major hormone that increases with stress is also associated with crying: prolactin. Levels of prolactin in the body correlate positively with frequency of emotional crying.

www.realage.com

Power Couple: Calcium and Vitamin D

Don't play favourites with this pair. Invite them both to your supplement party.

When calcium and vitamin D get together, their powers multiply. Not only do they help build your bones and boost your immune system function, but, according to new research, they also help ward off type 2 diabetes. Research shows you'll be a whopping 33 per cent less likely to develop the condition if you get at least 1,200 milligrams (mg) of calcium *and* 800 international units (IU) of vitamin D per day compared to an intake of only 600 mg of calcium and less than 400 IU of vitamin D daily.

Although it's best to get many nutrients from food, the study showed that getting vitamin D and calcium from supplements -- not dietary sources -- was associated with a lower diabetes risk. It's difficult to get enough vitamin D and calcium from food, anyway -- especially vitamin D -- so make sure your supplement includes both. It's particularly important during the shorter winter days when you may get little sunlight, which helps your body manufacture vitamin D.