

St. Mary's renames gym "The Kiwanis Club of Kingston Gymnasium"



LtoR: Cathy Dunne, our President and CEO, looks on as Larry Norman, Chair, Providence Care Board of Directors and Ray Kaduck, President, Kingston Kiwanis Club cut the ribbon to officially open the renaming celebration of the St. Mary's gym. More than 30 local Kiwanians joined our Providence Care and University Hospitals Kingston Foundation staff at the October 18 event. The renamed gymnasium honours the Kiwanis' long-time commitment to the Physical Medicine and Rehabilitation program at St. Mary's. The Kiwanis of Kingston championed Providence Care's campaign in the early 1990's to raise funds for the rehabilitation program. More than \$280 thousand was raised for the program - including a donation of more than \$90 thousand dollars from the Kiwanis Club of Kingston.

Community Connections team participates in Run for the Cure

A team representing our Mental Health Services Community Connections Recovery Program on Montreal Street had a blast participating in the 2007 *Run for the Cure*. Held at St. Lawrence College September 20, the 5 km Canadian Breast Cancer Foundation CIBC Run for the Cure is an extraordinary single-day experience that unites more than 170,000 Canadians in 53 communities across the country. Together, millions of dollars are raised in support of and to raise awareness of breast cancer research.



Some of the members of the Community Connections Recovery Program *Run for the Cure* team were LtoR: Rick Wall, Jacob Mieras, Carol Mieras, Skye Barbic, Nicole Zwiep, Yola Oczkowski, Mike Brant, Noel, Edward Otterman and Aline Viau.

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From the desk of Cathy Dunne:

Making our hospital redevelopment plans a reality

At each of our Kingston hospitals, Kingston General Hospital, Hotel Dieu Hospital and Providence Care, we look forward to moving ahead to complete our exciting joint redevelopment plans.

All of the projects making up the overall plan will make it possible to enhance the current experience of our patients and residents, and to prepare for the care needs of our aging population in the future.

You will recall the key elements of redevelopment at each hospital

- Renovated facilities at Hotel Dieu to facilitate its role as an ambulatory care centre;
- Renovated and expanded space at KGH to create a new acute inpatient mental health unit, adult inpatient unit, pediatric inpatient unit, intensive care unit, in-centre dialysis unit, central processing services department and enhanced treatment and support facilities at the cancer centre;
- A new hospital for Providence Care to bring together the services of our St. Mary's and Mental Health Services sites.

Working together, the hospitals continue to develop plans, and to work with the Ministry of Health and Long-Term Care to secure approval to move forward. The eligible costs of construction are 90% covered by the Ministry of Health, but the community must raise the remaining 10% and the costs of equipment. This is a much more favorable sharing formula than in the past, when the Ontario government covered 70 per cent or less of such costs.

The Ministry of Health & Long-Term Care has made it clear that communities must have their share in place or solid plans to secure their share well under way in order to secure the necessary approvals. To meet this requirement, the hospitals have created the University

Hospitals Kingston Foundation (UHKF) as a way to raise that community share. It is essential that we do raise our share in order for the projects to move ahead. This is the largest capital campaign the Kingston hospitals have ever undertaken, and it will require the support of our staff and our community to succeed.

Where we are today

Each of the redevelopment projects is at a different stage:

Kingston General Hospital

released the Request For Proposals (RFP) for its redevelopment project on October 5, tenders close in February 2008 and construction will begin in the spring of 2008.

Hotel Dieu Hospital

received a planning grant and the Master Program/Master Plan is being developed. The Ministry of Health and Long-Term Care has targeted a tender date of fall 2009.

Providence Care

received a Planning Grant from the Ministry of Health and Long-Term Care in late 2006, and submitted the required Functional Program for the new hospital in January 2007. We await approval of this step and our place on the province's 5-year capital plan before moving on to more detailed planning.

The need for community support

Our efforts are now focused on raising the community share for our redevelopment projects. Our University Hospitals Kingston Foundation has embarked on an ambitious program to raise the approximately \$50 million needed to cover the community share of construction and equipment. As mentioned before, the province pays

\$9 for every \$1 raised locally which is an improvement over earlier sharing formulae.

The Ministry of Health & Long-Term Care requires that the hospitals guarantee that the community share of the projects is available or will be available as the bills need to be paid, in order that the projects be approved.

Even though we are still awaiting approval to move ahead with our new Providence Care hospital project, the government expects us to raise the funds now so we can guarantee that the required community share will be available when needed.

The UHKF is seeking support from all of the municipal councils in our region whose residents use the services of the Kingston hospitals. We are requesting financial support from councils in Brockville, Smiths Falls and Perth, as well as Quinte, Belleville and Kingston. In all, the UHKF will approach 16 communities to make donations totalling \$25 million.

The UHKF recently made a formal request to the City of Kingston for a commitment of \$16 million to the costs of redeveloping our hospitals. Of this, \$10 million would come in the form of a grant spread over several years, and \$6 million from a rebate of fees, such as building permits related to our hospital projects. Kingston City Council has agreed to include the request in its budget deliberations during November and December of 2007.

We need the City's support to ensure our projects go ahead.

What you can do to help

Please call, e-mail or write to your city councillor to request that he or she support hospital redevelopment. Everything you need to know is available on the UHKF website. Visit www.kingstonhospitalsfoundation.ca and click on "The Answer Must Be Yes". Thank you.

Staff recognition initiative *update*

Providence Care is committed to recognizing our staff. The staff recognition initiative is to show our appreciation for the many contributions you make daily to enhance the quality of lives for the people we serve.

The Vendor Discount Program and presentation of Long Service and Retirement Awards are components of employee recognition that we have had in place for some time. A more comprehensive Recognition Program has recently been under development.

The new Employee Recognition Program was developed based on input from staff at all levels across all sites. Feedback was gathered, analyzed and a framework established which then was approved by the senior management team. Staff feedback indicated that a multi-faceted approach to the Employee Recognition Program is called for in order to provide varied forms of recognition. Some staff said that recognition is most valued when it comes from managers, while others valued it most coming from peers. Managers told us that they would welcome opportunities to provide immediate recognition as well as more formal forms of recognition.

The Employee Recognition Program is designed to include two levels of recognition.

At the department or program unit level:

- A Recognition Tool Kit which will be a professionally designed kit of certificates and thank you cards that can be used to express gratitude to staff or coworkers.

- Recognition gifts such as “coffee and a muffin” or “pizza and a beverage” coupons that will be made available through the area’s manager.
- A recognition poster that can be used as an informal way to post a note or smile to a staff or coworker for a valued gesture.

In addition, the program will include two organization wide initiatives:

- A Providence Care Recognition Calendar will be developed to correspond with existing national/provincial occupation/professional recognition weeks or months. These dates would be complemented with additional recognition weeks for those areas and/or occupations that are not currently supported by existing national recognition events. Occupations and services will be profiled using a variety of communication tools such as lobby displays and *Connections*.
- Recognition Awards in the areas of Team Work, Continuous Quality Improvement, Patient Care, Mission and Health and Safety will be created. Nominating committees will be formed to develop recognition criteria and other details for each of the five categories.

We will be working to finalize the Employee Recognition Program in the coming months. We look forward to developing new ways to recognize the great work you do and also to provide you with opportunities to show appreciation of your co-workers. Thank you for your ongoing efforts in providing the best quality of care possible for our residents, clients and patients and contributing to a healthy workplace.

-Your Human Resources Department

Swedish gerontology nurse visits St. Mary’s

Sofie Johnsson, Bachelor of Science in Nursing, and member of a Group Study Exchange (GSE) team from Sweden that included five young business or professional people, spent a day at St. Mary’s of the Lake Hospital in October. The Rotary Foundation sponsors the exchange between international districts of Rotary International. The purpose is to facilitate both a cultural and professional opportunity for young people to experience the culture, and to observe and exchange ideas with vocational colleagues in the host country. A team from our district will visit Sweden in May 2008.

Sofie was very enthusiastic about her day at St. Mary’s which included a tour and discussion of the services provided by the Day Hospital with Linda Galarneau, RN, Specialized Geriatric Services (SGS); tour and discussion of Rehabilitation Services with Donna Dickey, OT and Jennifer Funnell, PT Aide, SGS; as well as a full tour of St. Mary’s with Doris Thomas, Director, Volunteer Services. The day was capped off with a discussion of palliative care with Sharon Preston, RN, Coordinator/ Educator of the Palliative Care Integration Project. As Sofie said, “It was a full day, but I got to fulfill all my requests to meet people and observe in all the areas of geriatric, rehabilitation, and palliative care. It was great to learn about the services provided by Specialized Geriatrics, Physical Medicine and Rehab and Palliative Care. I will be sharing this experience with my colleagues when I return home.”

For me, when I read her requests for her vocational day, I knew that St. Mary’s offered everything and everyone she was hoping to meet and see. St. Mary’s has a reputation for compassionate, holistic care, and Sofie was able to meet the staff and learn

about the programs that continue to ensure personalized geriatric, rehabilitative, and palliative care for our citizens. Thank you St. Mary’s staff for sharing your knowledge and experience with a Swedish colleague who will bring this knowledge back to her country and to her place of work. She also expressed the desire to return to Canada for a vacation!

- Gaye Greaves, Professor, School of Nursing, Queen’s University



LtoR: Jennifer Funnell, PT Aide, SGS; Sofie Johnsson, Rotary GSE member from Sweden; and Gaye Greaves, Cataraqui-Kingston Rotary Club.

Providence Care profile

— profiling our staff, physicians and volunteers

Megan Kerrigan – Archivist

Megan Kerrigan opens the door to a dark room – empty but for a few metal carts.

“This,” she says, “will be one of the vaults, and I expect it will fill up pretty quickly.”

Megan is charged with establishing Providence Care’s new corporate Archives. It will be where appropriate inactive documents such as board meeting minutes, strategic plan outlines and architectural drawings are housed, so researchers can learn and understand the administrative and corporate history of our organization.

“Getting started is an uphill battle,” says Megan. She says before she can even begin collecting documents, she’s had to fine-tune the list of what documents are relevant. Megan also has to work with administrative assistants and senior management to make sure these files are not destroyed or erased.

“I applaud the library staff, assistants and volunteers for doing what they have already done,” Megan says. “We’re not starting from scratch – but still, there’s a lot of work to do.”

Megan would know. Before being hired as our first archivist this summer, she worked in the Queen’s University Archives, where she is also doing her MA in history. Add to that the fact she’s well-organized – her filing cabinet is immaculate (and apparently so is her CD collection at home) – and Megan is well-suited for her new job.

After the policies and procedures are established, Megan will start moving documents up to where our corporate Archives will be housed, on the second



floor of the Mental Health Services building, near the Westwood School. She’s already moved a few boxes from the basement at Providence Manor, and been excited to find original architectural drawings from the 1930s.

“The colours are beautiful, aren’t they?” she asks, as she pulls one out of a box. “But these drawings are all rolled up, so one of the first things I’m going to have to do is flatten them properly, and prepare them for conservation.”

“Things like deeds, leases and legal titles ... these will be interesting documents in the Archives,” she says.

Megan is also planning to have the Archives’ contents catalogued on-line, but that’s more of a long-term project. Right now, she is focused on setting the archival policies and procedures, and monitoring the humidity and temperature of where the archives will be kept.

“In the archives world, it’s an incredible opportunity to set up a program,” Megan says. “Most archives are really well established – so I feel lucky to have the opportunity to be starting fresh.”

Lucky—yes. But busy too... it’s a good thing she’s organized.

— Jenn Goodwin
Communications Officer

Who is Megan Kerrigan ...

- *Hometown:*
Born in Vancouver and raised in Port Hope, Ontario
- *Favourite movie:*
Rushmore
- *Hero:*
Janet Frame, a New Zealand writer who overcame tremendous adversity to become an award-winning novelist.
- *Big family/Small family?*
Medium sized: There’s my Mom, Dad, one brother, one sister, my husband Rob ... and a fish with a friendly disposition.
- *Winter hobby:*
I try to go cross-country skiing if weather permits, otherwise I like making dinner with friends.
- *Summer vacation spot:*
“The Shack” ... our family cottage just north of Merrickville on the Rideau River.
- *Current book:*
One Hundred Years of Solitude by Gabriel Garcia Marquez.
- *Favourite food:*
Anything Thai, but especially red curry dishes!
- *CD in the stereo right now:*
David Gray
- *Hockey team:*
Leafs - in my house this was not an option.
- *What’s the best thing about working at Providence Care:*
I like the freedom and responsibility that I have been afforded in creating a new program. Staff seem genuinely interested in my work, and have been very supportive as I am getting started. I am also enjoying the multitude and variety of tasks that I work on in a given day, and I am fortunate to work in a positive environment.

Conference: Pain in Vulnerable Populations

Our Specialized Geriatric Services, Southeastern Regional Geriatric Program (SGS-RGP) at St. Mary's took a primary role organizing a colloquium on Pain Assessment in Vulnerable Populations on October 22. The conference was a main recommendation from a study on "Pain Screening and Assessment in People with Dementia" completed in May 2007. Principle investigator Christine Knott, Director of Research-Evaluation for SGS-RGP, led the six-month study funded by the Regional Palliative Care Integration Project Steering Committee. The study collaborators included Sharon Preston, Coordinator and Educator, Palliative Care Integration Project (PCIP) and the newly appointed Palliative Pain & Symptom Management Coordinator/Consultant for SE Ontario as well as representatives from KFL&A Community Care Access Centre and the Geriatric Medicine & Developmental Consulting Program at Queen's University.

The colloquium was a groundbreaking initiative that saw the organization and participation span two Local Health Integration Networks (LHINs), SE Ontario and Champlain districts. The conference was well attended by clinical experts from both these LHIN regions.

Dr. Corinne Schroder, Assistant Professor, Departments of Oncology & Family Medicine, Director, Palliative Medicine Residency Program and the first Director of the newly established Queen's University Office of Inter-professional Education and Practice, set the stage by presenting the common principles, issues, challenges and prospects for the assessment of pain across vulnerable populations. She strongly underscored the importance of including others outside the clinical realm when screening, assessing and monitoring pain in vulnerable and challenging populations; a point re-emphasized by others throughout the day.

The successful day concluded with a presentation on the pilot study that is being developed from recommendations



from the initial study by Knott & Preston. This pilot study will be co-coordinated between sites in SE Ontario and Champlain LHIN regions.

For further information regarding this initiative, please contact Christine Knott at 613-548-7222 ext. 2376 or e-mail knottc1@providencecare.ca or knottc@queensu.ca.

- SGS-RGP

Food & Nutrition Services moment - St. Mary's

Over the past 14 months we have introduced a computer program at St. Mary's Food & Nutrition Services that has successfully streamlined our production and therapeutic diet protocols. We presently have over 400 different diet combinations in our system with 1,000 different recipes to meet our patient's needs. While we have gone through growing pains we have maintained the same level of patient satisfaction but are always looking to improve. We presently feature a special or theme day based on items patients have requested over the past year. We will be looking in the future to work with recreation staff and our chefs to further enhance these days. We are also looking at new processes within Food and Nutrition Services to enhance communication with clinical programs to ensure patients are receiving their preference within their therapeutic diet restrictions in a timelier manner.

On our retail side we are happy to see

our customers enjoying our granola yogurts, specialty salads and wraps offered in our "Simply to Go Station" as well as our "Club on the Run." We will be looking at introducing further specialty salads. As well, our chefs in the back of the kitchen will be surprising us with a special cook to order, and/or buffet style item once a week. We welcome suggestions from our customers for these specials so feel free to pass them on to us and we will see what we can do.

Don't forget to tell your friends and family members about our Senior's Night, held the second and fourth Tuesdays of every month from 4:30-6:00 p.m. A complete meal is served for only \$6.44, taxes included.

Stay tuned for the next Food and Nutrition Services moment at St. Mary's.

- Paula Ormsbee
Manager, Food & Nutrition Services
St. Mary's

New program at MHS

In September, a **new** program opened at our Mental Health Services site - the **Dual Diagnosis Centre**. The Centre (in the former Occupational Therapy Woodwork Shop) is a place where MHS clients, with a Dual Diagnosis (a mental illness and a developmental disability) can learn, socialize and most importantly be involved and included.

The Centre, which operates on a trans-disciplinary model, aims to address the complex and unique needs of dual diagnosed clients and enhance opportunities for community re-integration.

The Centre provides an environment that facilitates a sense of empowerment, self-accomplishment and hope.

Please join us for our
Open House
November 16
1:30 to 3:30 p.m., Room B14A
and learn more about the Centre

Kingston researcher speaks to GNA

The Kingston Chapter of the Gerontological Nurses Association (GNA) was privileged to hear Dr. Robert Ross on October 9 speaking on the topic of whether it is beneficial for older men and women to lose weight. We were presented with an amazing amount of very scientific material in a format which was both humorous and informative. Dr. Ross is a researcher in Kingston whose Kinesiology background has led to some very revealing results. The information we received was very current – some of it has not even been published yet.

The message we were given to take home and share with others was threefold:

1. Measure waist circumference
2. Increase physical activity
3. Exercise without weight loss is not a failure.

For those of us who have exercised and exercised and still not lost any weight, but do feel better, these words were very encouraging. To learn more about the GNA and upcoming speakers, please contact Susan Ward-Moser at wardmoss@providencecare.ca or Linda Galarneau at galarnel@providencecare.ca.

New bus thrills our patients, residents and clients

After two years of not having their own bus to take them on outings, some of our patients, residents and clients were thrilled to join staff at the unveiling of our new Providence Care bus October 26. Under a bright blue sky a group of St. Mary's patients eagerly boarded the eight

wheelchair and 10 walk-on passenger bus for its inaugural run from St. Mary's to Providence Manor. The bus will provide our patients, residents and clients from each of our sites flexibility and access to Providence Care group events as well as activities in the community.

One resident from Providence Manor, Joyce Meckler, was so pleased she even wrote a poem about the new bus.

SURPRISE!

An Ode to Providence Care's new bus

Perhaps you haven't heard –
WE HAVE A BUS!!

Reserve for shopping;
Or for pleasant drive to
View the Autumn leaves!
Insurance, tires, gas, and oil,
Drivers are our staff, and other usual
Expenses – all are paid
Not our worry!

Come one and all;
Express our grateful thanks!
Consider where you'd like to go
A visit, or to see a Show!
Reserve wheelchair space, or seat;
Especially where to go for dinner or
excursion!
Because I'm not from Kingston, I'm
Ultimately in need of others to
Suggest where, when, what would please
us all!

- Joyce Meckler

Providence Manor resident



Doug Hogeboom, Chair of our Providence Care Foundation hands over the keys to the bus to Marcy Saxe-Braithwaite, Vice President Programs and Chief Nursing Officer, St. Mary's. The purchase of the Providence Care bus was made possible by the Providence Care Foundation and the support of our community.

St. Mary's Recreation Therapist, Chris O'Connor, stands in wait to assist Pete Sampaio from the wheelchair lift into his place on the bus for its inaugural run from St. Mary's to Providence Manor. The bus accommodates eight wheelchair and 10 walk-on passengers.



Welcoming the arrival of the bus at Providence Manor LtoR: Residents Annie Stacey, Ken Stacey, Joyce Meckler and JB Kelly.

Joint credentialing in nursing

In November 2005, the Joint Nursing Practice Council set a goal of establishing joint credentialing for advanced competencies (ACs) in nursing at our St. Mary's of the Lake Hospital site, Hotel Dieu and Kingston General Hospital. This means that, for example:

if a HDH nurse authorized in the AC of venipuncture receives a position at St. Mary's, they can bring proof of that authorization, in the form of a *Letter of Achievement*, and then be considered authorized in venipuncture at St. Mary's without the need to complete an education program.

Representatives from St. Mary's, HDH and KGH have developed a standard *Letter of Achievement* that will be used at all three facilities to communicate a nurse's authorization status between organizations.

Joint credentialing allows the three organizations to recognize the knowledge and skill that nurses bring to a setting, individualize orientation, and enable newly hired nurses to function to their full scope of practice in a timelier manner. Joint credentialing benefits the patients we serve in that it ensures a common standard of practice for these ACs across the continuum of care.

Joint credentialing for common ACs at St. Mary's, HDH and KGH is effective immediately. Joint credentialing does not apply to nurses who are hired from any other hospitals. Due to the complexity of the skills and their high risk to the patient, joint credentialing also does not apply to the AC of caring for patients receiving procedural sedation and the information related to the clinical application of assisting with specific lasers.

The skill for which a nurse is granted joint credentialing is discussed with the Manager and/or Clinical Educator at the time of hire or orientation.

The following highlights the ACs for RNs that are currently common to St. Mary's, HDH and KGH and are included in joint credentialing:

- Central Venous Access Catheters: initiation of infusion, discontinuation of infusion, flushing a capped CVAC and obtaining a blood specimen
- Peripheral IV line insertion and intermittent infusion device (saline lock) insertion and flushing
- Venipuncture

The following highlights the ACs for RNs that are currently common to HDH and KGH and are included in joint credentialing:

- Arterial lines: care and maintenance and line removal
- Blood Glucose Monitoring using the Elite/Elite XL
- Implanted Central Venous Access Devices: initiation of infusion, obtaining a blood sample and flushing
- Chronic Intrathecal analgesia pump refill
- IV push (common to HDH and KGH)

The following highlights the ACs for RPNs that are currently common to St. Mary's, HDH and KGH and are included in joint credentialing:

- Blood glucose monitoring using the Elite / Elite XL (common to HDH and KGH)
- Venipuncture (common to HDH and KGH)

If you have any questions please contact any of the following people:

St. Mary's – Program Educators Kelly Baker (for Specialized Geriatric Services), Ann Murray (Complex Continuing Care and Palliative Care) and Barbara Knaption (Physical Medicine and Rehabilitation)

HDH – Jennifer O'Neil, Nursing Education Coordinator

KGH – Clinical Educators

“No Easy Answers” conference

Health care professionals working in the field of dementia care often find themselves facing many complex ethical dilemmas. Such was the focus of the highly successful conference hosted by the SEO Regional Dementia Network, “No Easy Answers: Ethical Issues in Dementia Care” on October 5 at the Holiday Inn in Kingston.

This regional conference, which was partially funded by Providence Care Geriatric Psychiatry Outreach, the Alzheimer Society of Kingston and Queen's Department of Psychiatry, brought together over 150 health care professionals from across Ontario to hear keynote speaker, Dr. Stephen Post, Ph.D. This renowned bioethicist and writer, who has a particular interest in cognitive disabilities and dementia, spoke on the topic “Human Worth and the Most Deeply Forgetful.” Following this talk, an engaging panel discussion ensued involving Dr. Greg Patey (family physician), Deborah Pidgeon (Director

of Homes, County of Lanark), Bob Jarecki (Public Guardian and Trustee) and Jack Henderson (family caregiver). The panel members explored various ethical issues, from both a personal and clinical perspective.

Afternoon workshops addressed issues such as Driving and Dementia (Dr. Lindy Kilik), Competency and Decision-Making (Bob Jarecki), Tool Kit for Ethical Decisions (Michael Guy) and the Use of Cognitive Enhancers and Anti-Psychotics in Dementia Care (Dr. Marie-France Rivard).

Living his mission of altruism and generosity, Dr. Post kindly donated

copies of his new book, “Why Good Things Happen to Good People” to all conference registrants.

- Patti Dixon-Medora,
submitted on behalf of the SEO
Regional Dementia Network



Discussion panel at end of conference included Lto R: Deborah Pidgeon, Bob Jarecki, Dr. Greg Patey and Jack Henderson.

**Congratulations
on your
25th Anniversary**

**Respiratory
Rehabilitation
Program**

St. Mary's

Hildegarde Centre hosts workshop for Adult Day Program staff

The Hildegarde Centre at Providence Manor hosted a workshop for Adult Day Program staff in the SE LHIN entitled "Leading Safe, Effective and Fun Exercises Programs in your Organizations" on September 27. Arrangements for the workshop were made through Ontario Community Support Services "Capacity Builders."

All seven Day Programs were represented as well as recreationists from Providence Manor and Rideaucrest Home.

It was an exciting interactive presentation following the SAM S.T.E.P.S. Manual. This program has been researched and validated and is considered to be a Best Practice. Attendees were very

enthusiastic about the presentation and the content.

The Adult Day Programs in our area just started this year to meet as a group to look at ways of working together to share information and ideas, the workshop was our first project. We are presently working on Performance Indicators and as a result of Providence Care's Quality Program, we find we, along with Partners in Caring from Brockville, are able to provide some leadership with this project.

- Denise Hagerman
Director, Hildegarde Centre
Providence Manor

Providence Care a member of NRC+Picker Learning Network

Providence Care is committed to providing the best quality of care possible for our patients. One of our current strategic goals is: "To engage all Providence Care staff and partners to improve the experiences of patients, clients and residents at the point of care." In keeping with this commitment St. Mary's is collaborating with Mental Health Services as a member of NRC+Picker's Patient-Centered Care Learning Network for 2007-2008.

NRC+Picker originated in the United States in 1986 with the message of focusing on quality of care and bringing patients and families into the circle of care. Since that time the organization has grown and has recently expanded to Canada, with an office in Markham, Ontario. The organization's message is further reinforced in the book "Through the Patient's Eyes" by Gerteis et al. The Learning Network is just one component of NRC+Picker. They also provide quality measurement and improvement tools such as both patient satisfaction and staff satisfaction surveys. In fact, NRC+Picker handled the Staff Satisfaction Survey you recently completed on Providence Care.

We join eight other health care organizations across Ontario as members of the Patient Centered Care Learning

Network. It enables us to connect with a wide network of peers and to experts all focused on the same mission, becoming more patient-centered and sharing best practices. Through the Network our clinical staff have the opportunity to attend monthly broadcasts on different topics crossing all disciplines. These broadcasts take place the second Wednesday of each month, 12:00 noon-1:00 p.m. at St. Mary's and MHS. Our community and Providence Manor



staff are welcome to join the sessions at either site. The broadcasts are very informative and allow for a question and answer period at the end. Registration is not required and sessions are free of charge to our staff. Notification of future broadcasts will be sent out via e-mail to programs for distribution to staff.

As another membership benefit, NRC+Picker keeps us informed of featured resources in Patient and Family Centered Care such as pertinent articles and presentations. We encourage you to participate in these interesting and informative sessions. You can access their web site at www.nrcpicker.com.

- Jan Linscott
Advanced Practice Nurse
St. Mary's

Join us

for these upcoming NRC+Picker broadcasts:

November 14

12:00 noon-1:00 p.m.

Making Patient-Centered Care Come Alive: Patient and Family Advisory

Karen Conley, RN, MS, AOCN, CNA, BC
Director, Medical, Surgical and Critical Care Services, South Shore Hospital, South Weymouth, MA

St. Marys: Residence 2 Conference Room
MHS: Room G76

December 12

12:00 noon-1:00 p.m.

Continuity & Transition

Chris Finke

St. Mary's: Residence 2 Conference Room
MHS: Room G76

Registration is not required and sessions are free. Please arrive a few minutes before the broadcast is scheduled to begin and feel free to bring your lunch.

Canadian Nurses Association Certification 2008

The applications are in and nurses across the country are beginning to prepare for their Canadian Nurses Association (CNA) Certification exams April 5, 2008.

The goal of the certification process is to advance the quality of nursing in the interests of the public. The mission of the program is to offer a comprehensive national certification program that promotes excellence through establishing national standards, provides practitioners with an opportunity to confirm their competence in their specialty and identifies, through a recognized credential, those nurses who meet the national standards of their specialty.

Providence Care has been an active participant in the certification process. This year, we were recognized by the CNA under their Employer Recognition Award program for being an employer that demonstrates exemplary support of the certification process in nursing specialties. Our nurses themselves have sought and achieved certification in their specialty with several achieving certification in Gerontology and/or Psychiatric/Mental Health Nursing.

In August, I had the privilege of representing Providence Care and the nurses who work in geriatric psychiatry on the Gerontology Examination Committee, completing the final work on the questions for the Certification exam for 2008.

Each certification exam committee brings together nursing specialty content experts with representatives from practice, education, administration and research. The members are chosen to represent nursing across Canada with members, this year, from British Columbia, Alberta, Ontario and New Brunswick. We worked with Assessment Strategies (ASI), the consultants who, in addition to the CNA certification exams, develop and manage licensure for the Canadian Registered Nursing exam, and the Registered Practical Nursing exam.

The process of developing the certification exam is a lengthy one. The question writing phase of the exam was completed

in advance providing both independent questions and case based questions where a brief introductory text is followed by three to four related questions. Each question was designed to test knowledge and comprehension, the ability to apply knowledge to practical situations or critical thinking. Where statistical analysis was available, it was used to determine the suitability of the question. New questions were reviewed for appropriateness and accuracy. At the end of four very full days, the final exam was recommended to CNA for final approval.

The association is always looking for CNA certified nurses to serve on examination or competency committees, invigilate exams or mentor nurses who want to write them. The experience of working with CNA was a truly rewarding one and I would encourage all nurses in Providence Care to obtain their certification and become involved.

- Nancy Timan
Case Manager
Geriatric Psychiatry Outreach



Members of the CNA Gerontology Exam Committee included: LtoR Mary Flynn, Edmonton AB; Providence Care's Nancy Timan from Kingston, ON; Sandra Hirst from Calgary, AB; Bonnie Hall from Kempville, ON; Natasha Leitao, Consultant; Heather Deane-Clarke, Victoria BC; Jean Benton, Pembroke, ON; Pamela Deering, St. John, NB; and Yvonne Haney, Langley, BC.

Know the Codes campaign

Do you know the emergency codes for your site?

This was the aim of a recent campaign that took place at Providence Manor and will be expanded to St. Mary's and Mental Health Services in the future. The Emergency Planning and Life Safety Department for KGH, HDH and Providence Care conducted a review and updated the Emergency Manual for Providence Manor. With the distribution of the updated manual to the various departments they initiated the *Know the Codes* campaign. Included with the manual was a DVD and questionnaire for staff to complete. Names of respondents were entered for five draw prizes of an emergency flashlight.

Congratulations to Linda Correia, Assistant Cook; Nicole Thomas, Hairdresser; Yvonne Livingstone, Dietary Aide; Scott Erb, Cook/Porter & Receiver; and Elizabeth McMachen, Health Care Aide, winners of the *Know the Code* draw at Providence Manor.

Having a good grasp of what is expected of you in an emergency is extremely important in creating a favourable outcome. Everyone has a role to play.

If you are a Providence Manor staff member and haven't reviewed the code presentation yet, please take a moment to do so. Staff will be able to access the Code Presentation and the post-presentation review via DVD or an in-service (at the request of individual departments). Eventually, the Code presentation will also be a regular part of our Providence Care orientation and on the Intranet, when available.

Know the Code will be coming to St. Mary's and Mental Health Services by early next year as their Emergency Manuals are updated. Our emergency codes are being adapted to conform with those of the Incident Management System (IMS) but are also made site specific to be relevant to the uniqueness of each site. The Emergency Planning office has also brought this campaign to Kingston General Hospital and Hotel Dieu will be on board in the near future.

For further information on the *Know the Code* Campaign, please contact Tom Davis, Manager, Emergency Planning and Life Safety for KGH, HDH and Providence Care, at 613-549-6666 ext. 3327.

Congratulations! We've SURPASSED our goal!

... and contributions are still coming in ... watch for an update on our final total.

Thank you for your tremendous generosity and participation



United Way

\$45,000
Goal



Providence
Care
Staff Campaign
2007



Celebrating our employee's long standing service

Providence Care is fortunate to have the expertise of many long time employees. Our annual Staff Appreciation Ceremony was held October 17 at the Days Inn Hotel and Convention Centre, where long service and retirements awards were presented.

at Mental Health Services

10 years: Anthony Barrera, Food Service Helper; Richard Bjercknes, RPN; Joanne Fitzgibbon, Team Manager; Brian Garrah, RN; Daniel Howe, Maintenance Electrician; Larry Ioannidis, Food Service Helper; Mel Martyn, RN; Dr. Richard Millson, Psychiatrist; Dr. Rajreet Sidhu, Psychiatrist

15 years: Michelle Allen, Food Service Helper; Sharon Clark, Nursing Coordinator; Kathleen Kennedy, Food Service Helper; Carol Mieras, Professional Practice Leader; Ann St. Cyr, Secretary; Karl Stiles, Stores Clerk

20 years: Darlene Amey, Affirmative Business Support Worker; Geralyn Anglin, RPN; April Burtch, Ward Clerk; Judy Cameron, Nursing Coordinator; Michela David, Professional Practice Leader; Stephen Donaldson, RPN; Terry Haffner, Housekeeping Cleaner; Douglas Healey, Housekeeping Cleaner; Linda Insley, RPN; Julia Kalotay, Senior Psychometrist; Majka Lagarde, Team Manager; Rhonda Lake, Physical Plant Office Clerk; Karen McCourty, Employment Coordinator; Dr. Yousery Nashed, Psychiatrist; Barbara Peters, RN; Joan Phillips, RN; Thomas Richards, Project/Building Systems Coordinator; Douglas Robinson, Maintenance Mason; Catherine Rows, Health Services Research and Evaluation Associate; Esther Sly, Secretary; Gary Speichts, Assistant Shift Engineer 3rd Class; Christopher Warren, RN

25 years: Randy Bolton, RPN; Gail Boyer, RN; Keith Compeau, Logistics Manager; Ronald Graham, RPN; Sue Mills, Executive Assistant; Kendall Poole, RPN; Linda Price, Clinic Nurse; Paul Reid, Clinical Educator; Marc Russell, Data Analyst; Michael Snider, RPN; Valerie Thomas, RN

30 years: Dianne Harper, RN; Judith Kerr, HR Assistant; Michael McFadden, RPN; Judith Tobin, RPN; Cheryl Young, RN

35 years: Jeffrey Hasson, Food Service Helper; Cynthia Thomson, RPN, Karon Warren, PT Assistant; Karen Wilson, RPN

Retirees: Jack Bailey, Carol Goodman, Ruth Goodsell, Lynda Ingram, Linda Insley, Karen Itterman, Judith Tobin, and Janice White

at Providence Manor

10 years: Renee Durston, RPN; Laura Edwards, Health Care Aide; Martin Elliott, Outreach Team Leader; Marian Mulvihill, RN Manager; Lindsay Neron, Health Care Aide; Tanya Rath, RPN; Joanne Savage, Outreach Attendant; Stefanie Sebastiani, Health Care Aide; Helen Townsend, Hairdresser; Melissa Young, Health Care Aide

15 years: Bonnie Bucci, Outreach Attendant; Goretta Couto, Housekeeping Aide; Mary Douglas, Outreach Attendant; Kathleen Eves, Care Coordinator; Mary Ferguson, RPN; Richard Hartley, Outreach Attendant; Dianne MacDonald, Outreach Attendant; Linda Olive, Outreach Attendant; Jill Pallister, Outreach Attendant; Mariana Ponte, Housekeeping Aide; Jo-Ann Shotton, Outreach Team Leader

20 years: Shelagh Grainger, Health Care Aide; Dianna Medeiros, Food Service Supervisor; Paula Raposo, Dietary Aide; Mairi Talbot, RPN; Jarrie Wood, Health Care Aide

25 years: Terrie Harris, Health Care Aide; Cindy Smalbill, Health Care Aide; Ida Gray, Recreationist

30 years: Goretta Braga, Housekeeping Aide; Angela Cabral, Health Care Aide; Alda Dasilva, Dietary Aide; Diane Dutcher, Manager, Life Enrichment Program; Elma Gerrond, RPN; Denise Hagerman, Director, Hildegard Centre; Julio Medeiros, Housekeeping Aide; Adelina Oliveira, Housekeeping Aide; Maria Pavao, Health Care Aide; Alice Raposo, Accounting Clerk

35 years: Luiza Pedro, Housekeeping Aide

40 years: Connie Tadeu, Cook

Retirees: Dianne Benedict, Valda Ketchen, Connie Machado, Ida Gray, and Edith McIntosh

at St. Mary's

10 years: Susan Anderson, RPN; Nicole Ball-Graham, RN; Nancy Burtenshaw, RPN; Mary Closs, Dicta-Typist; Sally Dawe, PT Assistant; Sangeeta Gupta, OT; Tim Hammell, Rehab Counsellor; Dianne Kearney, PT Assistant; Raquel Kruger-Fierz, RN; Nicole McCormack, RN; Jennifer McKenzie, PT; Danielle Michel, OT; Nancy Montijo, Ward Clerk; Judy Mosher, Supervisor, Patient Care; Mary Jane Newell, RPN; Jennifer Rider, Secretary; Leslie Saunders, PT; Kim Weir, IS Applications Coordinator

15 years: Jennifer Birkas, OT; Donald Clayton, RPN; Debbie Cooke, RN; Kathleen Davidson, RN; Kari Lee Dillman, Rehab Counsellor; Marie Fairman, RPN; Sherry Heikamp, RPN; Marlene Hodgins, Payroll Assistant; Donna Kearney, Medical Secretary; Susan Longmuir, Rehab Counsellor; Gloria MacCrimmon, Community Rehab Counsellor; Karen McClelland, RN; Rebecca Moslinger, RPN; Linda Murray, Accounting Clerk; Sandra Peters, RPN; Melvin Sanborn, Janitor; Wilma Shatraw, RPN

20 years: Robyn Archer, RN; Dawn Downey, Program Manager; Marlene Dumond, RN; Maureen Fenton, RPN; Judith Friend, Discharge Planning Coordinator; Jane Grant, RPN; Patrick Jordan, Janitor; Anya Kelly, Pharmacist; Paulette LeSarge, RPN; Heidi Linley, PT; Martha Love, RN; Jeffrey O'Neill, Rehab Counsellor; Barbara Pigion, RPN

25 years: Laurie Baird, OT Assistant; Mary Ellen Barr, RPN; Jacqueline Carreiro, RPN; Michael Cloutier, Janitor; Maria Cordeiro, Food & Nutrition Assistant; Linda Delong, RPN; Debbie Lynn Fanjoy, Charge Nurse; Louise Garfat, PT; Kimberley Hunniford, PT Assistant; Mary Frances Irving, RN; Kathleen Lee, PT; Anna Robinson, RPN; June Skillicorn, PT; Anne Symes, Program Manager

30 years: Janet Gilroy, PT Assistant; Ann Murray, Program Educator

35 years: Shirley Clark, PT Assistant; Maureen McCue, RPN; Kathleen Veley, OT Assistant

Retirees: Paula Allen, Peter Carlson, Shirley Clark, Helen Cooper, Doreen Gridley, Margaret Hall, Penelope Hill, Grenville Letts, Martha McConnell, Audrey Prior, Lynda Rankin, Margit Twigg, and John Walsh

Staff announcements

Welcome to employees in their new roles:

at St. Mary's of the Lake Hospital

Erin Charbonneau, Physiotherapist (at KGH)
 Allison Ethier, Physiotherapist (at KGH)
 Barb Knapton, RN
 Lynn McLean, RN
 Susanne Murphy, Occupational Therapist

at Mental Health Services

Elizabeth Armstrong, Registered Practical Nurse
 James Donaldson, Cook
 Jeff Gibson, Painter
 Brooke Jodoin, RPN
 Ruth McDonnell, RN Case Manager
 Lisa Meeds, RPN
 Liz Strange, Administrative Support Assistant
 Laura Veley, RN
 Maureen Woods, Food Service Helper

at Providence Manor

Melissa Caddick, PSW
 Barb Cummings, Attendant
 Tanya da Costa, PSW
 Jenna Emmons, RPN
 Brenda Fitzgerald, PSW
 Judy Green, Attendant
 Gerry Grypma, Personal Support Work (PSW)
 Jane Isaacs-Doyle, RN Manager
 Erlinda Lopez, RN
 Denise McNamara, PSW
 Tonia Ottenheimer, Housekeeping Aide
 Tina Severin, PSW
 Carol Smith, RPN
 Melissa Walters, PSW
 Brandy White, PSW

Best wishes on retirement

- **Oligia Bulhoes**, retiring after 34 years as a fabulous cook with St. Mary's Food and Nutrition Services.

Congratulations

- **Dr. Roumen Milev**, recently appointed as Head of Psychiatry at Queen's University, Hotel Dieu Hospital, Kingston General Hospital and Providence Care.
- **Nomusa Mngoma**, Program Evaluator, Physical Medicine & Rehabilitation, St. Mary's, was granted her Ph.D from the School of Kinesiology and Health Studies at Queen's convocation in October. The title of Nomusa's thesis was "Evaluating Outcomes of a Return-to-Work Rehabilitation Program for Patients With Work-Related Low Back Pain."

Classified ad

For sale: 5-piece antique, indoor, white wicker set with cushions in relatively good shape (settee, rocker, chair, coffee table and two-tiered table). Ideal for sunroom, sunporch, Florida room, etc. Call 613-384-9160.

Start your Christmas shopping early!

Resident's Council
 Craft & Bake Sale
 Providence Manor
 November 16
 10:00 a.m. - 3:00 p.m.
 Providence Manor Main Lobby

Christmas Bazaar Mental Health Services

November 30
 10:00 a.m. - 1:00 p.m.
 MHS Atrium

Discount offers

In appreciation of your continuing contributions to Providence Care, your Human Resources Department is pleased to offer a variety of interesting employee discounts. These exciting offers are available to all Providence Care staff.

We will feature a few discounts in this space each issue. For a full listing please contact your HR Department.

We encourage you to bring forward to HR any suggestions for additions to the vendor discount list. **Enjoy!**

*Please present your Providence Care photo ID to access these discounts.

Glidden Paints
 546 Bath Rd., Kingston
 20% discount on all paint
 Pick up discount card at Human Resources

Eastern Ontario Water Solutions Inc.
 650 Dalton Ave., Suite 230, Kingston
 *10% discount on products only

Edwards Ford Sales
 1388 Bath Rd., Kingston
 Pay cost plus 5% on any new or used certified vehicle purchase/lease. 10% off non-insurance collision repairs, automotive services and regular priced parts and labour (excludes maintenance specials). Providence Care employees and family members may access this offer multiple times.
www.edwardsford.com

Mark your calendars ...

Providence Care and Canadian Institute for Health Information present
Making the Most of Mental Health Assessment Protocols (MHAPS)
 Web Conference

December 4
 10:00 a.m. - 12:00 noon
 Learning and Leadership Room, MHS

Contact: Jacqueline Marino, MHS ext. 5853 or e-mail marinoj@providencecare.ca

Queen's University School of Policy Studies presents

Wait Times in Canada Writing the 'Script for Success: From Dialogue to Action'
 November 26 & 27

Dr. Chris Simpson, Medical Director of the Cardiac Program at KGH and HDH, and Dr. Arthur Sweetman, Director of Policy Studies at Queen's University, co-chair this two-day event examining the critical issue of wait times in Canada. Health care and policy experts from across the country will discuss a variety of topics including: national, policy and specialty initiatives; continuum of care; unrecognized priority areas; resources, and what Canadians can expect in the future.

Presentations will be followed by a highly interactive session to develop practical and concrete solutions for a discussion paper to be published after the conference.

Register online at www.queensu.ca/sps/ or call 613-533-6217 for more information.