



**HEARTLAND LINK.....**  
**KEEPING US ALL WELL CONNECTED!!**  
*April 5, 2016*

## CEO NEWS

*“I’ve got a gut feeling that something just isn’t right.”* Have you ever heard someone say that when they are feeling out of sorts, have a loved one who doesn’t seem to be their usual cheerful self, or they feel like they aren’t being heard or understood?



What's your story?

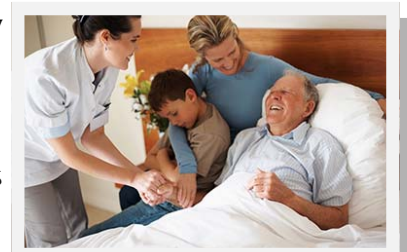


As some of you may know, the HRHA Board of Directors starts most of the Board meetings with a patient voice. We are putting our learnings from the education we have received about Patient and Family Centred Care into practice by inviting a patient or family member to tell us about their experience of the healthcare system for a few minutes prior to the beginning of the formal agenda. The feedback we get is that hearing about a patient experience in this way reminds us of what we are really talking and making decisions about for the remainder of the day. It grounds us. Sometimes we hear things that make us cringe, but mostly we hear about how people negotiate with a very complex system to get what they need. And we often hear very practical suggestions about how we can change things to make the system more user friendly for people. Pretty much all of the time we hear that the system can be very intimidating and scary for people who are approaching us at the most uncertain and vulnerable times in their lives.

What struck me about this recent patient voice was that the speaker followed up the comment about having one of those gut feelings that something was wrong with the statement *“but you can’t say something like that to a busy healthcare professional.”* Really? I don’t think the point of the brief presentation was to focus on that off handed comment, but it stuck in my mind. When I first began my career in healthcare I was fortunate to have a mentor who was very “person centred” in her approach. She pushed her staff to be out of their offices and in constant contact with clients. She always talked about what an honour it is when a patient shares their story or a bit of personal information with you. When people trust you and feel safe with you it creates the ideal opportunity for you to do your best work. At that stage in my career and with that kind of support from a respected role model I learned that for me, one of the worst things you can hear from a client is, “I didn’t want to bother you because you always seem to be so busy”. If you hear that as a health care worker, it also means you have missed the opportunity to do a comprehensive assessment, to provide correct information, or to provide the help you have committed to by choosing this profession.

Earlier on I provided you with some information about the Client and Family Centred Care standards that Accreditation Canada has implemented for 2016 and onward. The standards require us to do things “with input from” our patients and also “in partnership with” them. Heartland has been working at building our capacity to be a patient and family centred care organization for a while now. We experience patient and family centred care in many ways without getting too technical about it. Families are welcomed into our facilities and given the opportunity to provide us with direct feedback on how we can make improvements. We formally implemented the open family presence policy on March 31st. I often see family members and patients at our resident and family council meetings participating in decision making as if the facility is an extension of their own homes. I see Heartland staff responding with open minds and hearts. We have now set up an advisory council made up of 16 members - 7 staff, 1 physician, and 8 patient or family advisors. This enthusiastic group is poised to move our organization beyond seeking input to building that partnership required by the new standards.

“The power of your story may not lie in its drama, but in its absolutely perfect relationship to your cause.” John Capecci





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### Help in a Heartbeat: Prairie Paramedics Add Automatic Chest Compression System to Lifesaving Arsenal

When you're on the front lines of emergency medicine in a remote or rural area, every moment matters. In the case of a heart attack, every action must be intentional and purposeful—because survival rates following sudden cardiac arrest are rather bleak if external chest compressions, as part of cardiopulmonary resuscitation (CPR), aren't performed quickly and correctly. CPR, along with the use of automatic external defibrillators (AEDs) and basic airway management, is a fundamental component of basic life support when a heart stops beating.

Paramedics in Saskatchewan's Heartland Health Region now have that critical extra set of hands, metaphorically speaking. With help from an Enbridge Safe Community donation, the region has purchased a new piece of technology—the [LUCAS Chest Compression System](#)—that performs this work automatically. "Being a rural EMS service, we don't always have extra attendants to send on cardiac arrest calls," notes Richard Brenner, the EMS coordinator for the Heartland Health Region in the Outlook and Dinsmore areas of west-central Saskatchewan. "This device allows the attendants to perform other lifesaving skills, rather than focusing solely on manual chest compression."



According to the Heart and Stroke Foundation, there's a cardiac arrest in Canada once every 13 minutes. Up to 85 percent of cardiac arrests occur outside of hospitals, in public places or homes, but the chance of surviving cardiac arrest is doubled when CPR and an AED are applied. The [LUCAS Chest Compression System](#) performs at least 100 chest compressions per minute, and can be deployed quickly with minimal interruption to patient care.

The Heartland Health Region is home to more than 44,000 people living in 57 communities and 44 rural municipalities. "That's a total of 41,770 square kilometers. We service a large area that includes those working in the oil and gas industry, along with farming," says Brenner. Enbridge's Safe Community donation of \$17,000, which helped purchase this state-of-the-art system, is assisting EMS staff in staying current with constantly evolving technology in emergency medicine, says Brenner. "Our goal is to providing the very best care in our region, and it's donations such as the one from Enbridge that allow us to purchase equipment, and enable our staff to excel at our profession," he says.

Enbridge's Safe Community program supports first responder organizations in the communities near our pipelines and facilities with equipment, training and education.

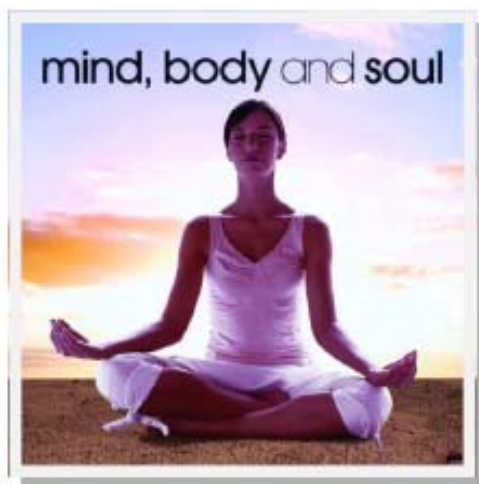
"Outlook is one of our key right-of-way communities, and supporting their emergency management services is a way for us to give back," says Lisa Seeley, an Edmonton-based public affairs advisor with Enbridge. "We believe it's essential to support our first responder organizations in the communities where we live and operate. The Safe Community program is our way of focusing funds to enhance the capabilities of these first responders."





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Rosetown Civic Centre Rose Room

Thursday, June 2nd

9:30 am—3:30 pm



Presentations by Heartland Professionals  
throughout the day to feed your  
**Mind, Body  
& Soul**

Open to all Staff

*Guest Speaker—Caron Keens, Founder and  
Enthusiast of 'A Good and Kind Company'*



Register with Jennifer Frerichs by May 24, 2016

Jennifer.frerichs@hrha.sk.ca or call and leave a message 306-882-4111 ext 2304



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## Smart IV Pumps Coming to Heartland Health Region this Month

The implementation of Smart IV pumps and a provincial drug library will improve patient safety and provide a provincial standard for the administration of intravenous medication. Heartland Health Region is the second health region in the province to go live with this new technology. Regina Qu'Appelle Health Region was the first region to pilot the program earlier this year.

The new Smart Pumps differ from typical infusion pumps because they are pre-programmed with a drug dosing library which adds another layer of checks when it comes to safe delivery of intravenous (IV) fluids and drugs. The smart pump will administer intravenous medication to patients using a provincial drug library containing drug dosing information that includes minimum and maximum dosing limits.



Infusion pumps are commonly used to deliver medications, fluids, and nutrients to patients at precisely controlled rates. New smart pumps like the Hospira Plum 360 include error reduction software to assist healthcare providers with programming and calculating dose and delivery rates. When used properly, these features will help prevent IV medication errors and reduce patient harm in both acute and home care settings.

In addition to increasing patient safety, the new IV pumps can collect data for future quality improvements at a regional and provincial level. Working together nurses, physicians, pharmacists, and other care providers around the province created the first provincial drug library to support the smart pump technology. This collaborative effort required different organizations to achieve consensus on hundreds of complex medical practices. There are currently over 700 medications in the provincial adult drug library.



## Daffodil Pin



The daffodil pin is a symbol of strength and courage in the fight against cancer. Buy a daffodil pin and wear it in April to show your support for people living with cancer.

Read more: <http://www.cancer.ca/en/get-involved/events-and-participation/find-an-event-near-you/daffodil-month/?region=sk#ixzz453w9vX5s>



# Enhancing patient safety



## Smart IV Pumps are coming soon!

**Implementation begins April 11th  
with our first education days.**

Infusion pumps are commonly used to deliver medications, fluids, and nutrients to patients at precisely controlled rates. New smart pumps like the Hospira Plum 360 include dose error reduction software (DERS) to assist healthcare providers with programming and calculating dose and delivery rates. When used properly, these features will help prevent IV medication errors and reduce patient harm in both acute and home care settings.

Smart pumps can't prevent all programming and administration errors. Clinicians must use professional judgment and adhere to established standards of care and standard operating procedures for safe medication administration when using this or any technology. Standard work is being created to support this work.

**Rosetown, Kindersley • April 21st**

**Unity, Outlook • May 5th**

**Kerrobert, Biggar • May 12th**

**Wilkie, Davidson • May 18th**

**Kyle, Eston • June 14th**

**Macklin, Elrose, Dinsmore,  
Lucky Lake • June 15**

### **Are you registered for training?**

Training will take place at CNE Education Days for all RNs and LPNs in Heartland. Talk to your facility manager to sign up. EMS staff talk to your facility coordinator for education opportunities.

SASKATCHEWAN  
**SMART PUMP**



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# You are an immunization champion

Get immunized  
and talk with your  
patients about the  
vaccines they need  
to stay healthy.



National Immunization Awareness Week



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SASKATCHEWAN ASSOCIATION FOR

**SAFE WORKPLACES**

IN HEALTH

**Safety Talk**

## Accountability and Compliance

The general definition of accountability includes:

- being bound to give an explanation of your conduct
- being responsible; answerable

This means that you could be required to explain your behavior because of something that you did, or did not do.

The general definition of compliance includes:

- inclined to consent
- obliging

This means that you are in agreement; that you will follow the rules.

In day to day work, accountability and compliance means:

- following the law, policies and safety rules
- using the skills you have received in training
- being responsible for your actions and the decisions you make
- performing your job duties accurately and appropriately and using your knowledge, skills and abilities
- asking for help/assistance, for additional information or training

Examples of being accountable and compliant are:

- using safeguards that are in place. Safeguards protect workers, make tasks safer, and may be required by law. Safeguards could be:
  - a false bottom in a laundry bag. This is a safeguard to reduce space available so that the bags are not stuffed to the maximum. Overstuffing could result in a load that is way too heavy for a manual lift and will cause injuries to happen. Keep the false bottom in place and fill the bag only to a manageable, safe and permitted weight.
  - a guard on a mixer. If a guard is not in place a serious injury can occur - a loss of a finger, many fingers or even a hand. Ensure that guards are securely in place and working as intended.
- using appropriate and available equipment designed for the task being done:
  - whether it is a client/patient lift, dolly or wheeler, powered mobile equipment or even your personal protective equipment (PPE), when used appropriately the equipment will assist in reducing or eliminating injuries.
  - ensure you are trained to properly use the equipment, and that you use equipment appropriately and for the task for which it is designed.
- reporting any hazards you identify to your supervisor right away; such as noticing a slider sheet, sling, electrical cord or flooring is worn and needs to be replaced or repaired.

Is your safety worth taking a risk or taking a shortcut? No, it isn't.

Can you think of other examples of being accountable and compliant?

How do you think everyone should be held accountable?

### Safety Talk Discussion

**Be Accountable: Choose safety - work safe - and go home injury free!**



# Sugary Drink Sense

HEALTHIER DRINK CHOICES FOR A HEALTHIER YOU

## It is better to eat calories than to drink them

- Calories from drinks don't fill us up.
- Some sugary drinks contain as many calories as a whole meal.
- Excess calories from sugary drinks can lead to weight gain. Excess body weight can increase the risk of diabetes, high blood pressure and heart disease.
- Sipping sugary drinks throughout the day can harm the teeth leading to cavities or pain.



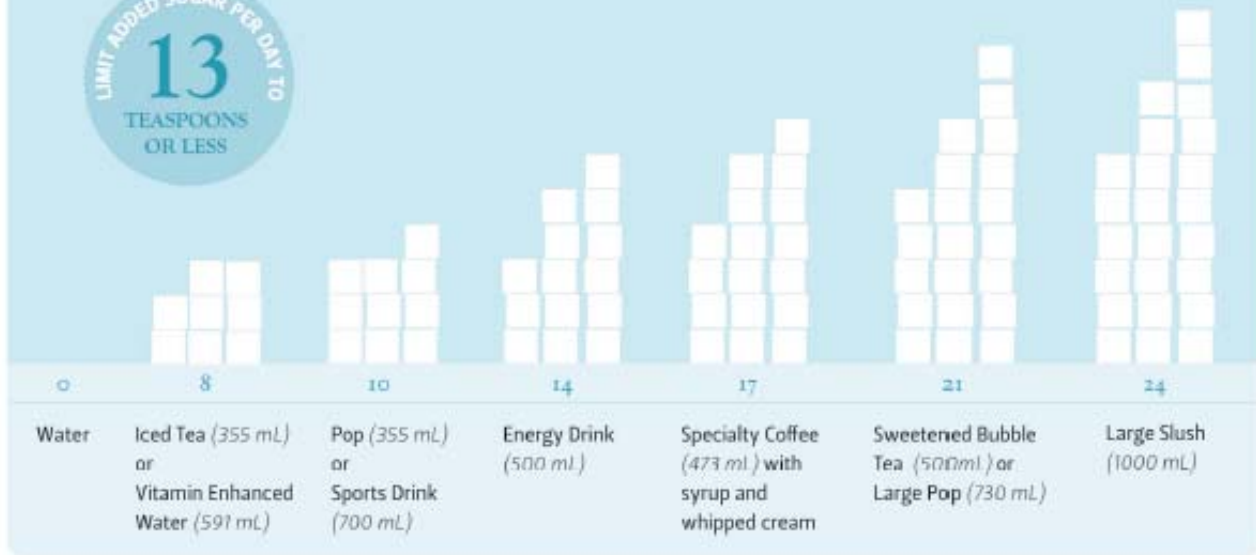
**TIP** Make healthier drink choices where you live and work. Small changes can make a big difference and help you stay healthy.

## THE SWEET TRUTH ABOUT SUGARY DRINKS

Most people should have no more than 13 teaspoons of added sugar each day. Added sugar is any type of sugar or syrup that has been added to the food or drinks that you buy or make at home.

4 grams of sugar = 1 cube or 1 teaspoon of sugar

LIMIT ADDED SUGAR PER DAY TO  
**13**  
TEASPOONS  
OR LESS







# Sugary Drink Sense

## HEALTHIER DRINK CHOICES FOR A HEALTHIER YOU



### Sugary Drink Sense for Eating Out | Make healthy drink choices when eating out

#### ASK FOR NUTRITIOUS ALTERNATIVES

- Ask for plain water most of time or try sparkling water with a slice of lemon or lime once in a while.
- Order milk instead of sugary drinks at meals.
- Choose drinks with no added sugar most of the time.
- Many restaurants, including quick service restaurants, provide product nutrition information online. Look for the Informed Dining Program at the food establishments you visit.



### Sugary Drink Sense for Eating Out | Make healthy drink choices when eating out

#### LET HEALTHIER CHOICES BREW

Many coffee shops provide nutrition information about their products online. Choose drinks with little or no sugar more often.

#### Choose Most



##### Coffee with Little or No Added Sugar

A latte or cappuccino with low-fat milk and little or no added sugar. Spices like cinnamon and nutmeg add flavour and are calorie and sugar-free.



##### Tea with Little or No Added Sugar

Enjoy black, green or herbal teas.



#### Choose Least



##### Specialty Coffees or Iced Coffees Made with Added Syrups and Whipped Cream

If you have one, choose drinks made with sugar-free syrups and no whipped cream.



##### Bubble Teas, Iced Teas and Sugary Specialty Teas

These drinks can be high in calories and added sugar.

