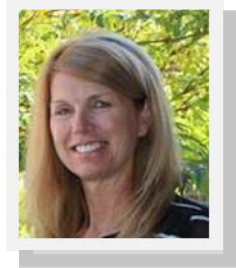




HEARTLAND LINK.....
KEEPING US ALL WELL CONNECTED!!
August 3, 2017



CEO News



I am pleased to inform you that Heartland Health Region has received the results of our Accreditation Canada survey and has met the requirements of the QMentum accreditation program. Every four years, Accreditation Canada surveyors visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the on-going cycle of assessment and improvement con-

tinues. The region will be accredited until June 2021 provided program requirements continue to be met. Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for Quality Improvement (QI) and Heartland Health Region has shown a commitment to QI over the past number of years.

The Accreditation Canada survey was held the week of June 19th-23rd. A group of eight surveyors from health care organizations across Canada visited ten different locations across the region during this time. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files and recorded the results. This provides a clear picture of how service is delivered at any given point in the process. There were 20 sets of standards and over 2,800 criteria reviewed in the assessment. The surveyors assessed the performance of the health region against the standards and provided feedback on areas of strengths as well as areas where improvements could be made. All areas and levels of care and service were surveyed.

The final report identified the Region's strengths as having an extremely engaged Board of Directors who serve the region well; a strong leadership team; a good working relationship with community partners; an excellent focus on client and staff safety; great client satisfaction; and a tremendous emphasis on the inclusion of patients and families in care provision. Staff, physicians and volunteers are a great resource to our region and they stated they feel respected and appreciated.

In terms of improvements, the report identified a need for the region to formalize quality improvement initiatives, especially in the area of evaluation. It was acknowledged that while several quality initiatives were underway, most evaluation was done informally. It was also identified that the region should continue to explore alternative medical service delivery models for providing services to hard-to-serve areas. Recruitment of various professionals can be difficult in some areas of the region so the region is encouraged to consider alternative levels of service for those areas.

The on-site survey in June was just one step in the ongoing process of evaluating and improving on the programs and services we provide in Heartland. On a daily basis, our focus is on quality health services and the safety of our patients, residents and clients.

Even though we received an 'Accredited' status there is required follow up that must be met within specified timelines to maintain our status so we still have some additional work to do in response to the survey. Accreditation Canada in their letter stated that our 'Accredited' status is a milestone to be celebrated, and they congratulated the Heartland team for our commitment to providing safe, high quality health services. I want to thank each one of you for your dedication to providing the best service to our clients, residents and patients every day in Heartland Health Region. To view the reports on SharePoint follow the links below.....

https://qs.sharepoint.hrha.hin.sk.ca/communications/2017%20Accreditation/Executive_Summary.pdf

https://qs.sharepoint.hrha.hin.sk.ca/communications/2017%20Accreditation/Accreditation_Report%20July%2023%2017.pdf



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Blue Green Algae Bloom Advisory

The recent warm temperatures in the province may result in the quick formation of algae blooms. The Water Security Agency and the Saskatchewan Ministry of Health are advising the public to avoid direct contact and any consumption of any surface water where blue-green algae blooms are occurring. Blue-green algae blooms can be harmful for household pets and livestock. Residents and producers are advised to keep their animals away from these areas.

Algae blooms are heavy concentrations of blue-green algae, which often give the water a shimmering, foamy and often pea soup appearance. The blooms may be blue-green, bright blue, grey or tan in colour. Algae blooms commonly occur during calm, hot weather in areas of lakes and reservoirs with shallow, slow moving or still water that has sufficient nutrients. The blooms can last up to three weeks and can be pushed around the lake or reservoir by the wind.

Direct contact or consumption of algae-contaminated water can cause red skin, sore throat, cramps, nausea, vomiting and diarrhea. In addition, caution should be taken when considering the consumption of fish or shellfish caught in areas of a water body where a bloom exists; the internal organs of the fish should not be eaten.

If you have health symptoms, call Healthline 811 or contact your health care provider. For further information, visit <http://www.saskatchewan.ca/business/agriculture-natural-resources-and-industry/agribusiness-farmers-and-ranchers/livestock/animal-health-and-welfare/blue-green-algae>



Health Status Report

In the summer of 2016, with the assistance of staff and a Master's in Public Health student, we further updated the Heartland Health Status Report. Overall, the health of the residents of Heartland Health Region compares in many ways to that of the rest of Saskatchewan and Canada. However, in such areas as smoking, alcohol consumption, overweight, obesity, and exposure to radon in households, the rates in the Heartland Health Region fare higher than the rest of the province. This report is useful to the health region in highlighting key issues that affect our health, and assist with the planning of programs and strategies to improve our health. The Health Status report has been updated and is now available on the regional website.

<http://hrha.sk.ca/publications-media/health-reports/health-status-report-2014/>

Annual Report

The Annual Report is available for viewing on our website. The 2016-2017 Annual Report highlights successes and challenges we have had during the past year. It outlines some of the programs and initiatives we have been working on throughout the region and shows how our programming and services align with the Ministry of Health's Health System Plan. <http://hrha.sk.ca/publications-media/annual-reports/>



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Blue-Green Algae (Cyanobacteria)

What are Cyanobacteria?

Cyanobacteria live in water and produce their own food through photosynthesis. Other names for cyanobacteria are blue-green algae or pond scum. Blue-green algae grow in warm, shallow, slow moving water and form a bloom.

What are Blue-Green Algae Blooms?

Algae blooms are a visible growth of algae found in lakes, ponds and marshes. Blooms look like thick pea soup and may have a blue-green colour and a bad, rotten-egg smell.

What Causes a Bloom?

No single factor causes a blue-green algae bloom. Blooms are more likely to occur during hot, sunny weather, in calm water that is rich in phosphorus and nitrogen.

How Will Blue-Green Algae Blooms Affect My Health?

Contact with blue-green algae may cause skin and eye irritation, allergic reactions or a rash. Some blue-green algae produce a toxin. Swallowing water with blue-green algae toxin may cause vomiting, nausea, diarrhea, and stomach cramps. Contact your physician if you have swallowed water with blue-green algae. Fish caught from an area with a blue-green algae bloom may be eaten in moderation but avoid eating the internal organs.

Does a Blue-Green Algae Bloom Mean the Water is contaminated?

No. Blue-green algae grow naturally and are not considered a contaminant in water. However, as much as 60% of all blue-green algae blooms contain toxins. Blooms containing even one species of toxic blue-green algae may be harmful to your health. The only way to tell if a bloom has the toxin is to have water samples analysed in a laboratory.

Is it Safe to Drink Water that has Blue-Green Algae in It? Can I Cook or Bathe in the Water?

Water treatment plants can remove blue-green algae and

toxins from surface water using filtration and chlorination. Residential water treatment devices may or may not be effective in removing blue green algae cells and toxins. The manufacturer should be consulted to determine if a water treatment device is capable of removing cells and toxins. Untreated surface water containing blue-green algae blooms is unsafe for drinking and cooking. Boiling water does not destroy blue-green algae toxin and may actually release more toxin as the cells are destroyed.

We cannot see, smell or taste the toxins. Unless your water supply is treated, use an alternate source of water for drinking, cooking and bathing.

What Precautions Should Be Taken When an Algae Bloom is Present?

- Avoid contact with water where a swimming advisory is in effect.
- Avoid water with algae blooms or scum even if there is no swimming advisory.
- If you are in contact with a bloom, you should shower as soon as possible.
- Wash any clothing or material that has contacted the bloom.
- Do not let children or pets swim in or drink water where there are visible algae.
- Do not allow livestock into areas with visible algae.
- Do not water ski in water with blue-green algae.
- Do not irrigate your lawn or garden with water that has blue-green algae.
- If you are experiencing health effects from contact with blue-green algae, seek medical attention.

Recreational areas of lakes and ponds may be tested when algae blooms are present. If toxin levels are too high, an advisory will be posted by the local health authority in the recreational areas that will warn the public to avoid the water until the advisory can be rescinded.

The link below provides the contact information for public health officers throughout the province:
www.saskatchewan.ca/residents/health/understanding-the-health-care-system/saskatchewan-health-regions/regional-public-health-inspectors



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Provincial Transition Update

TRANSITION TEAM PROJECT UPDATE

Week of July 31, 2017

This update will provide ongoing information related to the project work underway to transition the health system to a single provincial health authority. On occasion this update will include information about work tied to health system restructuring, but not directly related to transition team functions. A date for the creation of the new Saskatchewan Health Authority is still to be determined, but is currently anticipated for fall 2017.

GENERAL INFORMATION:

The transition team has been holding a series of consultation and planning sessions to identify concepts for organizational design, to consider options for how the Saskatchewan Health Authority could be organized.

- Engagement sessions on organizational design concepts occurred to receive input from Regional Health Authority (RHA) CEOs on June 27 and the Physician Advisory Network on July 19.
- The feedback received from all engagement sessions will be considered as transition planning continues in coming weeks.

ACTIVITIES UNDERWAY:

- Representatives from the transition team met with the Provincial Affiliate Resource Group (PARG) in Davidson on July 26.
 - This working session provided an opportunity for the group to discuss what is working well now, what could be improved and how affiliates and the Saskatchewan Health Authority could best work together in the future.
- Corporate Services facilitated sessions are continuing with leaders from corporate service lines from across the health system.
 - Facilitated sessions with representatives from Privacy and Payroll service lines across the RHAs took place the week of July 24.
 - These sessions provide the opportunity for service lines to share processes and functions to understand the current state across RHAs and prepare for the future under the Saskatchewan Health Authority, and identify critical administrative and operational requirements and opportunities for alignment.

MORE INFORMATION:

- As work progresses, the transition team is committed to keeping you informed with regular updates.
- Visit www.saskatchewan.ca/transforming-health.



Rosetown Receives New Ambulance



Rosetown EMS staff welcomed a new ambulance this past month. Standing with the new ambulance are staff members l-r: Erin Burton, Catherine Morrill, Mel Nickel and Warren Robinson



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Patient Safety

SafeMedicationUse.ca
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CMIRPS **SCDPIM**
Canadian Medication Incident Reporting and Prevention System / Système canadien de déclaration et de prévention des incidents médicamenteux

Consumers Can Help Prevent Harmful Medication Incidents

SafeMedicationUse.ca Newsletter

Volume 8 • Issue 6 • July 27, 2017

Opioids – Be an Informed Consumer

Opioids, also known as narcotic medications, are strong painkillers. They can treat some kinds of pain, but they do not work for every type of pain. You and your doctor or nurse practitioner may want to use an opioid to treat your pain. However, there may be safer options available. It is important that you learn about this type of medication *before* you decide on the best option for you.

A series of 8 short videos called **Question Opioids*** (bit.ly/ismpcanada_question_opioids) is now available to help you learn more about opioids. Watch these videos. Then, you and your healthcare provider, working together, can make the choice that will be best for you. The video topics are:

- The Opioid Crisis
- Introducing Opioids
- Pain Treatment Options
- Using Opioids Safely
- Dependence and Tolerance
- Safe Storage and Disposal
- Addiction
- Protecting Yourself and Others



Opioids can cause serious harm or death if not taken correctly. If you decide to take an opioid, be sure to ask these '5 questions' (www.safemedicationuse.ca/newsletter/newsletter_5Questions.html). This will help keep you and others safe from harm.

Read these additional tips to help you use opioids safely:

- Informed Consumers Can Help Prevent Harm from Opioid Use! (https://www.safemedicationuse.ca/newsletter/newsletter_PreventHarmFromOpioids.html)
- Opioid Pain Medicines Information for Patients and Families (<https://www.ismp-canada.org/download/OpioidStewardship/opioid-handout-bw.pdf>)

* ISMP Canada is grateful to the Best Medicines Coalition and Patients for Patient Safety Canada for reviewing these videos before release.

Medication safety bulletins contribute to Global Patient Safety Alerts.

This newsletter was developed in collaboration with Best Medicines Coalition and Patients for Patient Safety Canada. Recommendations are shared with healthcare providers, through the ISMP Canada Safety Bulletin, so that changes can be made together. This newsletter shares information about safe medication practices, is noncommercial, and is therefore exempt from Canadian anti-spam legislation.



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Staff Safety

In the Moment Risk Assessment – Client Moving

In the Moment Risk Assessment is a process to assess changes in the client as compared to the criteria documented in the client's care plan or the TLR logo or in the case of EMS, in those situations when you're moving a client that you have just met.

It is a "mental" checklist to aide in identifying risks on a regular basis, ensuring that the client is always moved in the safest and most independent manner possible.

For each client moving task:

1. **Verify** before performing a moving technique. Find out:
 - what you need to know about the client- initial assessment, report, progress notes, co-workers and/or family members
 - what may be new or has changed with the client since change in condition, the last move, last shift?
 - is the moving technique a transfer, lift or reposition? What equipment is needed?
2. **Assess** for risks:
 - Yourself= before, during and after the move ask yourself questions such as "How am I feeling?", "What is my strength like today?"
 - The environment and equipment= clear paths? Properly working equipment?
 - Do you need a co-worker, transfer belt, slider sheets, mechanical lift etc to aid in the move?
 - Your route is planned and clear of obstacles
 - The client before, during and after the move through communication and observation
3. **Select** the moving technique:
 - it may already be identified via a posted TLR logo
 - it may have changed since the last time the client was moved
 - ensure it is an appropriate technique for the situation
4. **Prepare** for the move:
 - appropriate footwear
 - the plan is in place (equipment, assistance, route)
 - clear visibility
 - thorough communication between worker(s) and client
5. **Move** the client:
 - duties are clearly assigned and communicated
 - safe body mechanics (stance, grip, weight transfer) are used throughout the move
 - use the appropriate steps for the moving technique
6. **Evaluate**
 - did you feel that the move compromised your own safe body mechanics?
 - did you feel you were lifting the client?
 - was the client at all unstable during the move?
7. **Communicate**
 - what went well
 - how risks were eliminated or managed

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



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**To the new hires in
Heartland**

Welcome to the new hires in Heartland Health Region who took part in Regional Orientation in July. Please welcome your new colleagues to the region and your facilities.

Kindersley Primary Health Services Area	Facility
Jasmine Pennigton - Activities	Kindersley Health Centre
Jessica Svoboda - SLXT	Kindersley Health Centre
Anisha Katikameni - CCA	Kindersley Health Centre
Rosetown Primary Health Services Area	Facility
Jayde Morrison - ESW	Rosetown Health Centre
Ayo Adebisi - MLT	Rosetown Health Centre
Morgan Doetzel - CCA	Rosetown Health Centre
Jill Schindelka - GN	Rosetown Health Centre
Meghan Wiens - CCA	Rosetown Health Centre
Miranda Wisse - CCA	Rosetown Health Centre
Melissa Vallee - ESW	Biggar Health Centre
Jomon Daniel - CCA	Biggar Health Centre
Kamilah Santos - GN	Biggar Health Centre
Jaelynn Rohs - CCA	Biggar Health Centre
Outlook Primary Health Services Area	Facility
Andrea Sinclair - CCA	Lucky Lake Health Centre
Rochelle Rude - FSW	Outlook Health Centre
Carrie Jamison - CCA	Outlook Health Centre
Ryan Mitchell - Paramedic	Outlook Health Centre
Unity Primary Health Services Area	Facility
Jessica Myhre - Activities	Unity Health Centre
Michelle Carpentier - Autism Support Worker	Unity Health Centre
Sky Stadnyk - PCP	Unity Health Centre
Stephan Engler - PCP	Wilkie Health Centre
Olivia George - GN	Kerrobert Health Centre



Defining Common Mental Health Terms

From news stories, to the latest celebrity gossip, most of us have at least heard of terms like mood disorders, anxiety disorders and addictions. But what do these really mean and what illnesses fall into each category? Read on to find out more about some of the most common terms being used today in mental health.

Defining mental health

According to Health Canada, mental health is “the capacity to feel, think and act in ways that enhance one’s ability to enjoy life and deal with challenges.” A person with good mental health is typically able to handle life’s ups and downs effectively: fully enjoying pleasurable moments, managing stressful times positively, actively exploring interests and goals and connecting with other people in a meaningful way.

A person with **mental health challenges**, on the other hand, usually has trouble responding appropriately to these kinds of situations, resulting in excessive stress or worrying, anger or frustration, and self-esteem issues amongst other symptoms. The realities of day-to-day living and trying life events (e.g., a layoff, death or break-up), mean that most of us, on occasion, face mental health challenges for short periods of time.

A **mental illness or disorder** is usually diagnosed when mental health challenges go unresolved over time, or worsen to the point where they significantly interfere with day-to-day functions and interactions—e.g., at work, school or in relationships. The source of the illness/disorder can be either psychologically and/or biologically-based and the sufferer usually benefits from professional treatment. Some disorders or mental illnesses are more cyclical—meaning that a person can have episodes of illness followed by long periods of wellness—while others can drag on for long periods of time.

Common disorders

Over the years, hundreds of different mental health-related disorders have been identified. Some of the most common disorder groups are:

Mood disorders which include *depression* and *bi-polar disorder*. Unlike normal sadness, someone suffering from depression will typically stay in a depressed mood—which not only includes extreme sadness, but also a disinterest in normally pleasurable activities—for two or more weeks. People with depression may also have other symptoms like disturbed sleep, low energy, trouble focusing thoughts and making decisions and weight fluctuations.

People with *bipolar disorder* (until recently, commonly referred to as manic-depression) usually suffer from extreme mood changes that have nothing to do with life events. Sufferers may swing from a depressed state to extended periods (usually lasting more than a week) of its polar opposite: *mania*. Common signs of mania include: feelings of euphoria, a noticeable increase in energy, a reduced need for sleep or insomnia, irritability and risky behaviours.



Defining Common Mental Health Terms (cont'd)



Anxiety disorders often go hand-in-hand with depression and are considered the most common group of mental disorders facing North Americans. Anxiety disorders are typically marked by uncontrolled worry that can interfere with sleep, cause physical tension and emotional irritation and create a feeling of being "wound up" or "on edge." Anxiety disorders include: *obsessive-compulsive disorder (OCD)*, *post-traumatic stress disorder (PTSD)*, *panic disorder*, *generalized anxiety disorder (GAD)* and specific phobias such as fear of heights, animals, flying, etc.

Eating disorders. As the name suggests, eating disorders involve an unhealthy or obsessive relationship with food, eating and body image that can have a negative impact on a person's relationships, life and health. The most well-known eating disorders are *anorexia nervosa* and *bulimia nervosa*.

People grappling with *anorexia nervosa* usually have an extreme fear of gaining weight and often think of themselves as "fat" even if they are severely underweight, usually depriving themselves of food because of this.

While those suffering from *bulimia nervosa* may face similar body image issues as people with anorexia, people diagnosed with bulimia nervosa typically have a normal body weight. Bulimia nervosa involves binge eating of excessive amounts of food, followed by a "purge." Purging can include vomiting, the abuse of diuretics or laxatives and excessive exercise.

Substance use disorders. These disorders are usually talked about as substance abuse and addiction. *Substance abuse* refers to a behaviour that happens when a person uses and continues to use a chemical substance (e.g., illicit drugs, tobacco, alcohol, prescription medications), while fully understanding the negative impact the use of the substance can have on health, relationships, work, etc.

Addiction, suggests the person is unable to control substance use—whether because of physical or psychological dependence—and can cause serious physical and/or mental distress if they quit taking the substance or cut back. Recently addiction is also being used to discuss extreme compulsive behaviour issues such as gambling, shopping and sex.

Mental health issues and the terms used to describe them aren't always straightforward and clear cut: signs and symptoms can vary from person to person and people can often grapple with multiple disorders at the same time. If any of the descriptions above seem familiar in describing you or a loved one, it's always best to seek support—through your physician or another mental health pro-