

Happy
Valentine's Day

HEARTLAND LINK.....
KEEPING US ALL WELL CONNECTED!!
February 14, 2017

CEO News



Since spring 2013, CEOs of Regional Health Authorities (RHAs) have been conducting annual tours of long-term care facilities across the province. The goal of these annual tours is to find out what is working well, what can be improved, and how the funds accessed by health regions under the Urgent Issues Action Fund (UIAF) have benefitted long-term care residents in Saskatchewan.

The Urgent Issues Action Fund was created in October 2013 to provide \$10.04 million to address priority issues identified by health regions stemming from CEO tours of long-term care facilities. A further \$3.8 million was provided in December 2013 to address ongoing pressures.

The information gained through this and other initiatives underway, including the renewed focus on operationalization of the Special Care Home Guidelines helps to form the basis for larger, more comprehensive plans for improving the quality of care for residents in the region.

Last week, the Minister of Health, Jim Reiter, publically released the results of the 2016 CEO Long Term Care (LTC) Tours. A summary of each region's results are now available online at:

<http://www.saskatchewan.ca/government/government-structure/ministries/health/other-reports/ceo-visits-to-long-term-care-facilities>

The Minister also indicated in an interview that a process for annual visits to LTC facilities would continue after the creation of a single health authority.

For Heartland Health Region, the 2017 tours have started and I was able to attend the Resident/Family Council meeting in Kindersley yesterday. While there are always some things on the wish list, (more BBQ's and Burgers!) the comments from clients were overwhelmingly positive. It was obvious that management and staff were actively listening to the residents and working hard to address their needs on a daily basis. Further LTC tours are scheduled this month and into the spring. I look forward to meeting and hearing from more residents, families and staff during these visits. Thank you again for the work you do to provide a safe environment and improved quality of care to the residents in Long Term Care in Heartland Health Region.

I would also like to extend our appreciation to those staff who have gone above and beyond in helping us to address some recent unanticipated Facility issues!

This included a sprinkler line break that flooded Unity and District Health Center – Front Office/ Health Records on January 9th and resulted in the temporary relocation of reception/ admitting to the Emergency Room area and a boiler leak/failure in the Biggar and District Health Center–Acute Care side on February 5th that resulted in discharge/transfer of all acute care/program patients. Clean up and remediation efforts have been ongoing in Unity. A temporary heating solution was established for Biggar and clients were able to be repatriated back to the site and admissions resumed as of February 10th.

The staff in Kyle, Eston, Biggar and Kerrobert have also been addressing and managing Gastrointestinal and Respiratory Outbreaks in their facilities.

Thank-you to everyone for your assistance and cooperation in managing under these very trying circumstances!

Happy Valentine's Day to everyone who helps put the ♥ Heart in Heartland!

There will be no Newsletter next week—the next Newsletter will be on
Tuesday, February 28th!

New Provincial Health Authority Update

TRANSITION TEAM WEEKLY PROJECT UPDATE

Week of February 13, 2017

This weekly update will provide ongoing information related to the project work underway to transition the health system to one single Provincial Health Authority (PHA). A date for the creation of the new PHA is still to be determined, but is currently anticipated for fall 2017.

GENERAL INFORMATION:

- We know there are many questions about the transition work occurring, including a desire for more details and specifics on the planning work taking place.
- The transition team is currently focused on discovery, feedback and seeking perspectives of people from across the health system to inform our work.
 - Planning is underway to facilitate the creation of a single PHA. This includes discussions to ensure early alignment of policies, systems and programs to enable a provincial approach under a new PHA.
 - Discussions are also occurring around what will be required to support and enable the new PHA to coordinate and implement system-wide improvements once it launches, to ensure more consistent and efficient quality of care.
- As plans and timelines are finalized, the transition team is committed to keeping you informed.

ACTIVITIES COMPLETED:

- New web pages dedicated to the transition have been posted on Saskatchewan.ca
- The pages include information on:
 - Saskatchewan Advisory Panel on Health System Structure
 - A message from the Minister of Health and Minister of Rural and Remote Health
 - Latest news and progress on the transition to a Provincial Health Authority, including the weekly transition team project updates
- To learn more, visit saskatchewan.ca/transforming-health

ACTIVITIES TO COME:

- The transition team continues to reach out to engage with health system leaders and representatives, key stakeholders and patients to ensure plans and activities are informed by a broad range of expertise and feedback.
- Initial meetings are leveraging established health system committees and contact groups.
- Specific engagement strategies will be created to support work plans as they are developed.

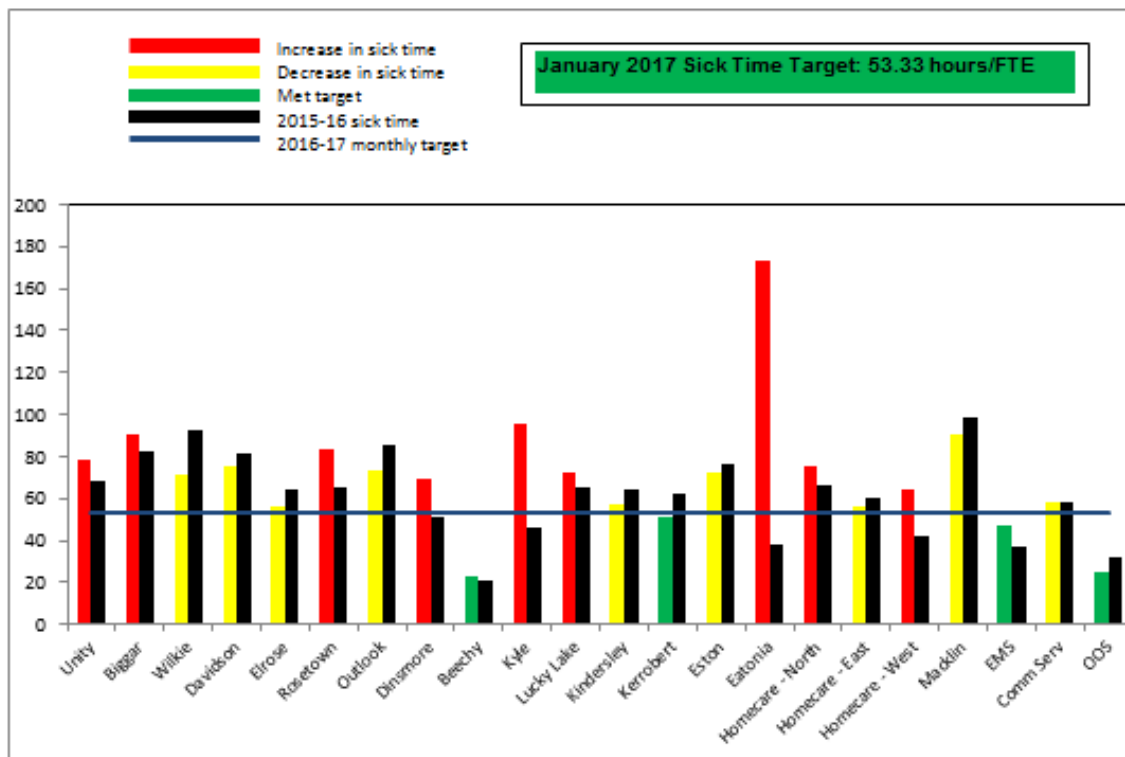
Up to Date Information on the Transition Team can be found on the website below:

<http://www.saskatchewan.ca/residents/health/health-system-transformation>

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2016-2017 Sick Time Comparisons by Facility/Service – January 2017



The Ministry of Health has indicated reductions are required in the areas of sick time and overtime. Heartland Health Region had its annual budget reduced by a targeted amount with the expectation that the Region will achieve savings in overtime and sick time. Compared to January 2016, overall paid sick time has increased from 68.67 hours/FTE (90,976.65 reported hours; 76,779.85 paid hours) to 69.76 hours/FTE (97,072.41 reported hours; 78,167.79 paid hours) in January 2017. The Saskatchewan average is 67.87 hours/FTE.

Sites which have reduced their sick time since January of last year and met the target are **green** Kerrobert. Kindersley is displayed in **yellow** as they have shown an overall decrease in sick time from the comparable time last year and still have a ways to go to meet the target. Estonia is displayed in **red** as they have shown an overall increase in sick time.

The Region, along with our Employees and Physicians need to remain diligent in managing this challenge as the ongoing success of our Region, its facilities, and services are dependent on our collective efforts.

If you have a suggestion, comment or concern regarding these issues or believe there is anything Human Resources or others can do to support you in assisting to achieve this very important goal please do not hesitate to come forward.

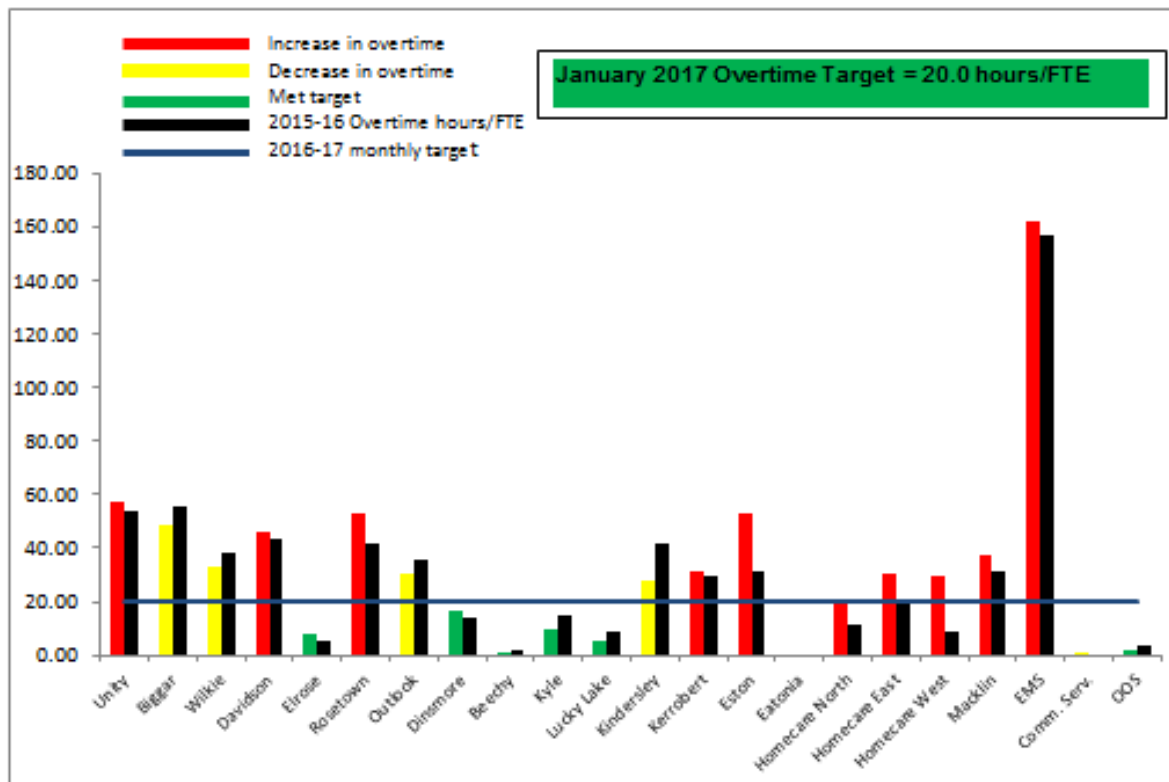
Our target for the 2016-17 fiscal year is:

Measure	Annual Target
Sick Time	64.0 hrs/FTE

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2016-2017 Overtime Comparisons by Facility – January 2017



The Ministry of Health has indicated reductions are required in the areas of sick time and overtime. Heartland Health Region had its annual budget reduced by a targeted amount with the expectation that the Region will achieve savings in overtime and sick time. In January 2017 there has been an increase in wage driven premiums (overtime, callback, etc.) from 36.59 hours/FTE (40,912.91 hours) in January 2016 to 36.83 hours/FTE (41,262.69 hours) in January 2017. The Saskatchewan average is 32.48 hours/FTE.

Sites which have reduced their overtime since the comparable quarters last year and met the target are green (Kyle). Kindersley is displayed in yellow – sites that are yellow have shown an overall decrease in overtime from the comparable time last year and still have a ways to go to meet the target. Eston is displayed in red as they have shown an overall increase in overtime.

The Region, along with our Employees, need to commit to addressing this challenge and examining the current way we provide care within our system as the ongoing success of our Region, its facilities, and services are dependent on our collective efforts.

If you have a suggestion, comment or concern regarding these issues or believe there is anything Human Resources or others can do to support you in assisting to achieve this very important goal please do not hesitate to come forward.

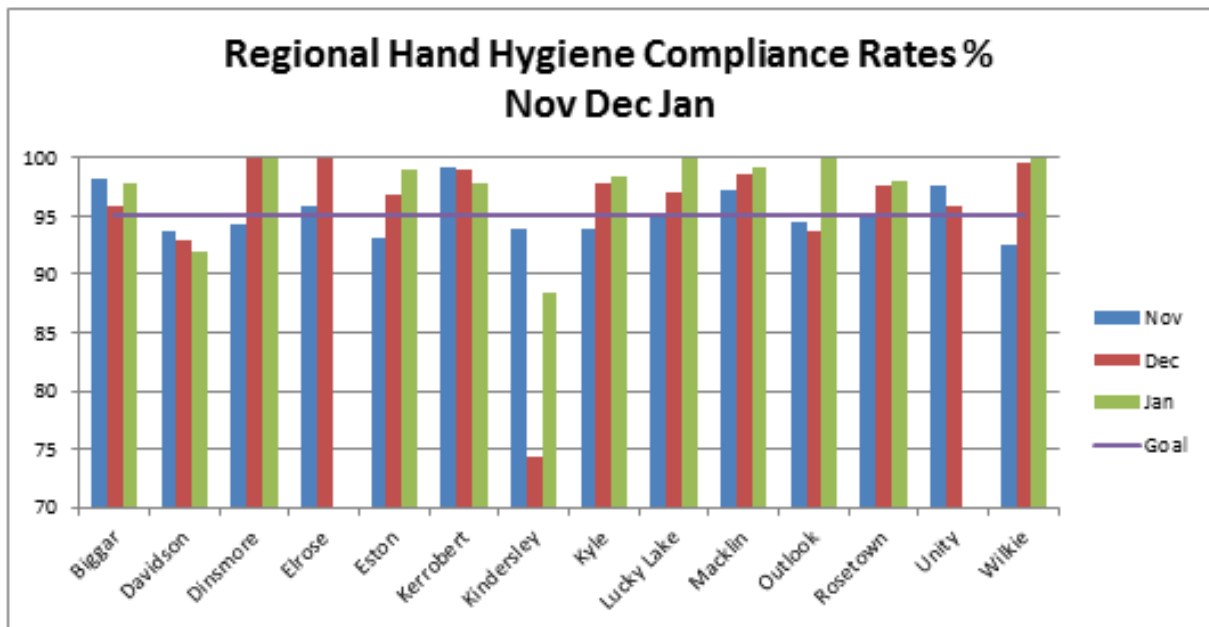
Our target for the 2016-17 fiscal year is:

Measure	Annual Target
Overtime	24.0 hours/FTE

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Heartland Health Region Hand Hygiene Compliance Rates
January 2017



Average compliance rates: November – 95.33% December – 95.64% January – 97.57%

How to avoid adverse reactions from hand hygiene

- ✓ Use hand sanitizer for the majority of hand hygiene opportunities. Many studies have shown sanitizer to be less irritating than soap and water
- ✓ Remove jewelry – eczema and skin irritation often starts under rings and watches
- ✓ Use warm water, not hot, to wash
- ✓ Wet hands first – soap applied to dry skin is very irritating, and doesn't lather as well. Avoid using excessive amounts of soap and rinse well
- ✓ Pat hands dry gently with paper towel instead of rubbing
- ✓ Moisturize frequently and immediately after hand hygiene. The products supplied by facilities are formulated to work with hand cleansers, keep lotions and moisturizers near hand hygiene sinks
- ✓ Ensure hands are dry before putting on gloves. Wear gloves only when indicated, and for the shortest amount of time necessary
- ✓ Drink lots of water
- ✓ Wear gloves or mitts to protect hands from the cold air when going outside
- ✓ Wear rubber gloves to protect hands at home when working with cleaners
- ✓ Use moisturizers and creams at home as well

Community Paramedicine

Many of our communities across the province are experiencing increasing demand on health-care services where residents have limited access to the services required. That's where the community paramedic comes in. Community paramedics use their mobile care response skills to bring services to members of the community who may not be able to access available services otherwise. They work collaboratively with health-care professionals in the community to provide faster and more efficient health-care services.

The Community Paramedic advanced certificate program was just offered at Sask Polytech this fall. It was the first program of its kind to be offered in Saskatchewan. Outlook's EMS Coordinator, Richard Brenner is just finishing up his practicum for this course. The course enhanced training as a primary care or advanced care paramedic and focused on prevention, client education, geriatrics, palliative care, mental health and addictions, and chronic disease management. It builds on the on-site response expertise Paramedics already have obtained so they can apply it to caring for patients in their homes and community. It is a 30-week program offered via a combination of online learning and hands-on lab and clinical practice experiences through Saskatchewan Polytechnic Saskatoon Campus. **Congratulations Richard!**



Richard (back left) with some of his classmates in the Community Paramedicine Program at Sask Polytechnic

Meet Gene Sundby



Gene Sundby was a Community Paramedicine client with Outlook EMS. He was in the program January 2016 till the end of March 2016. Gene suffered from mobility and balance issues; the community paramedics would help Gene with his physio exercises and monitor his vital signs on a weekly basis. Gene and his wife Sylvia very much enjoyed and appreciated every visit the paramedics made. They felt the paramedics were very knowledgeable and efficient at what they did. What they didn't know they would find an answer too. Gene and Sylvia loved having the paramedics there as they joked around and visited. In the short time they were involved in the program Gene and Sylvia became very close with the paramedic staff in Outlook.

In mid-March Gene had another fall at home, Sylvia called 911 and when the Paramedics got there they provided exceptional care especially as they already knew Gene's history and noted something was different. Gene was transported to the Outlook and District Health Center and he was admitted into respite care. Shortly after being admitted into respite care, Gene suffered a stroke which would not allow for him to go home. The process was started to have Gene admitted into Long Term Care. The paramedics continued to visit Gene while in respite, both while at work and on their own time.

April 5th Gene was moved to acute care due to complications. The paramedics still visited him and Sylvia. Gene passed away April 6th at the age of 75.

Sylvia and family feel the Community Paramedicine program is an extremely valuable program to any community. The support, care, and knowledge they bring are invaluable to the communities they serve. Although Gene was in the program for a short amount of time, it was time he very much enjoyed and looked forward to. Sylvia and family wish it was a program he could have been a part of much sooner but hope many will benefit from it in the future.

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Preventing voice mail fraud

Recently Heartland has become the victim of voice mail fraud due to insecure voicemail passwords.

Voice mail has become an everyday communication tool for business and residential customers alike.

Individuals have found that poorly protected voice mailboxes can be used to make long distance calls all over the world.

This method of fraud uses the “through-dialing” feature that enables corporate employees to make long distance calls from outside of the business by calling into their office voice mail. Residential users are far less vulnerable because few have access to the “through-dialing” feature.

Though this is not a new fraudulent activity, the number of instances is on the rise once again and can run into the thousands of dollars of unauthorized long distance calls.

How it works

The hacker calls a business after hours, and uses the automated voice mail service to search for inadequately protected mailboxes. The hacker is looking for mailboxes which have simple or “default” passwords.

Though there are many different voice mail systems, the prompting patterns can be used by the hacker to determine which system is in place.

The hacker then determines the “default” password for that system, and it is just a matter of time until they come across a mailbox that they can access.

How to prevent it

Always be sure to change the password from the installation “default” immediately.

Choose a unique password. Do not use:

- Multiple instances of the same number such as “1111”
- Sequential numbers such as “1234”
- The last four digits of the local phone number
- Common words related to the numbers on the keypad

By choosing a unique password you can help reduce the chance of your voice mail being used for fraudulent activity.

Your password is your primary defense to protect your mailbox from being hacked.



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Upcoming Program Dates:

February 23-26

March 2-5

March 9-12

March 24-28

April 6-9

April 26-29

May 11-14

May 25-June 23

Retreat

YOUTH Program

Retreat * **NEW****

Trauma Special Program

Retreat

MEN's Program

Retreat

Module 1

BridgePoint Center for Eating Disorders is a Saskatchewan provincial resource that provides program options that include intensive rehabilitation, recovery and healing for people who are experiencing eating disorders.

We are a non-profit provincially approved facility that works in partnership with Heartland Health Region, funded through Saskatchewan Health. We are a residential program where participants stay in community at our facility for the duration of their program. There are 15 beds available, with 24/7 support. Patients can self-refer for retreats, but they require and doctor/counsellor support for longer programs. Programs are free of charge with a valid Saskatchewan Health Card.



Anniversary details coming soon!

Do you want to be kept in the loop with new program dates and events? Email us at bridgepoint@sasktel.net and we will add you to our email promotion list!

Follow us on
Social Media!



For more information, please call (306) 935-2240
Email: bridgepoint@sasktel.net Or Visit: www.bridgepointcenter.ca

Stress Busters to Stay Lighthearted



Breakfast, traffic jams, overloaded inboxes, meetings, doctor's appointments, grocery shopping, dentist appointments, cooking, cleaning, laundry, sleep. Sound familiar? Life in the fast lane can not only be exhausting, but unhealthy causing high blood pressure, fatigue, headaches and depression. Even more troubling are the effects on your heart: while short bursts of stress can give your body a quick boost, over the long run it wears away at your ticker increasing your chances of heart disease, hypertension and clogged arteries. Below are some quick tips that can help keep stress in check and your heart light.

Spot the signs. Learning to listen to the stress signals your mind and body are sending can save your heart and mind problems down the road. Stress triggers the release of steroid hormones and cortisol which over time damage heart function. Physical stress symptoms caused by the same hormones include: insomnia, headaches, back, shoulder or neck pain, fatigue, heart palpitations and upset stomach. Poor concentration, depression, mood swings and feelings of nervousness are all emotional signals that you're in stress overload. Combat minor symptoms with a relaxing routine, whether it's yoga, singing in the shower or a massage.

Get support. Ask family or friends to help run errands or watch the kids while you get some housework done. If you care for an older relative, look into respite services. Have friends with children? Take turns babysitting so you can get out with your partner. Assign each family member household chores from tidying up the living room to taking out the garbage. If balancing work and home seems overwhelming, seek help from a professional who may be able to help you uncover ways to reduce and manage stress and its symptoms.

Know your limits. Your co-worker asks you to stay late to help out (for the third night in a row) and your sister keeps nagging you to baby-sit. Learning to say "no" is crucial when you already have a full plate. Set boundaries by deciding in advance how much time you can commit to home, work and outside activities and stick to them. Then, when you've already given it your all you won't feel guilty (politely) turning down invitations that overextend your agenda.

Manage work. Good scheduling is the best way to rein in time-eaters. Allocate a realistic amount of time for each project and concentrate on one task, rather than trying to do five things at once. Let go of perfectionist control issues, by enlisting the support of colleagues who are willing to help you complete tasks. Finally, find a daily ritual that helps you decompress before arriving home-whether it's a quick walk, a workout, listening to music or reading a book on the commute home.

Plan and organize. Disorganization breeds anxiety, so map out a strategy that keeps your ship sailing smoothly. Make meals on the weekend and freeze them for later. Lay out clothes and pack lunches the night before. Can't remember the last time you watched a movie or took a walk with your partner? Set a weekly date for some time alone together. Stop worrying about the dishes and make a point of spending quality time with your kids each night. Staying connected with family and friends will help keep you focused on what's really important.

Switch work off and socialize. The age of technology held the promise of ease, speed and more free time. But the reality is that e-mail, text messaging and mobile phones are making it more difficult to escape work. In fact, recent research shows the digital age is creating psychological distress and decreasing the quality of home time. The negative emotional affects can contribute to irregular heart rhythms and reduced estrogen levels in women as well. Try turning off the technology when not at work and reconnect to the world face-to-face through hobbies, volunteer work, spiritual involvement or meeting with friends. Studies suggest strong social connections help you cope better with stress, keep you emotionally and physically healthy and may (in men specifically) actually help protect the heart from cardiovascular disease.

Have fun. Laughter is truly the best medicine. It releases endorphins-feel-good chemicals produced by the body 10 times more powerful than morphine-and decreases stress hormones. So if you're wound up so tight that a jack-in-the-box has nothing on you, take a break. Get some laughs at a stand-up comedy show or get in touch with your inner child by scheduling a fun 'play date' with your family or friends each week. Keep weekend plans to a minimum so you leave time for a little spontaneity. With so many commitments, it's easy to forget the things we enjoy most-fun, friends and family.

Ensure that taking time out to relax and rejuvenate isn't a guilty pleasure. After all when you're at your best physically and emotionally, you're more engaged and valuable to those around you. Day-to-day stresses are a never-ending roller coaster and finding strategies to achieve work-life balance can take some time and effort.

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Get the smoke-free life you want

The **Canadian Cancer Society** is pleased to let your staff and the public know about [Run to Quit](#): an innovative quit smoking program that pairs the quit smoking expertise of the Canadian Cancer Society with Running Room Canada's Learn to Walk or Run 5 km clinics.

Walking and running can help people cope with discomfort and cravings while cutting down and quitting smoking. Kathryn Walks, training program participant and grand prize winner of a 2016 Ford Focus explains, *"Running takes the place of the urge to do something when you are quitting."*

Run to Quit participants receive a variety of resources and supports to help them quit smoking including:

- ✓ Quit Smoking Guide
- ✓ \$10 coupon for Nicorette or Nicoderm
- ✓ Supportive counselling from an expert Quit Line coach
- ✓ Chances to win cash and prizes totaling \$45,000.

Run to Quit offers two ways to join: *Do It Yourself* or, for extra support, Virtual and In-store *10-week Training Programs*.



Don't smoke? Know someone who does? Tell them about Run to Quit or join with them as a run & quit buddy. Run to Quit is for people of all fitness levels and ages.

Learn more and register today at runtoquit.com

Run to Quit is a partnership program of the Canadian Cancer Society and Running Room Canada with partial funding from Public Health Agency of Canada.



Canadian
Cancer
Society

Société
canadienne
du cancer



NICODERM

Official quit Partner



Public Health
Agency of Canada

Agence de la santé
publique du Canada

This program has been made possible in part through funding from the Public Health Agency of Canada.



Contact the Canadian Cancer Society to order FREE promotional materials, and request a workplace presentation or webinar:
Diana Ng, Health Integration Coordinator dng@sk.cancer.ca

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FIRST WEEK CHALLENGE

CONTEST

9x MORE LIKELY TO QUIT SMOKING ONCE YOU MAKE IT THROUGH THE FIRST WEEK*

QUIT FOR ONE WEEK FOR A CHANCE TO WIN \$500!

Participants register at www.FirstWeekChallengeContest.ca or call 1-877-513-5333

Every registrant will receive a discount coupon toward the purchase of Nicoderm® or Nicorette® and free support is available. Call Smokers' Helpline at 1-877-513-5333 – or the number on cigarette packages – for proven tips and tools, and to work with a non-judgemental Quit Coach to create your personal plan for quitting.

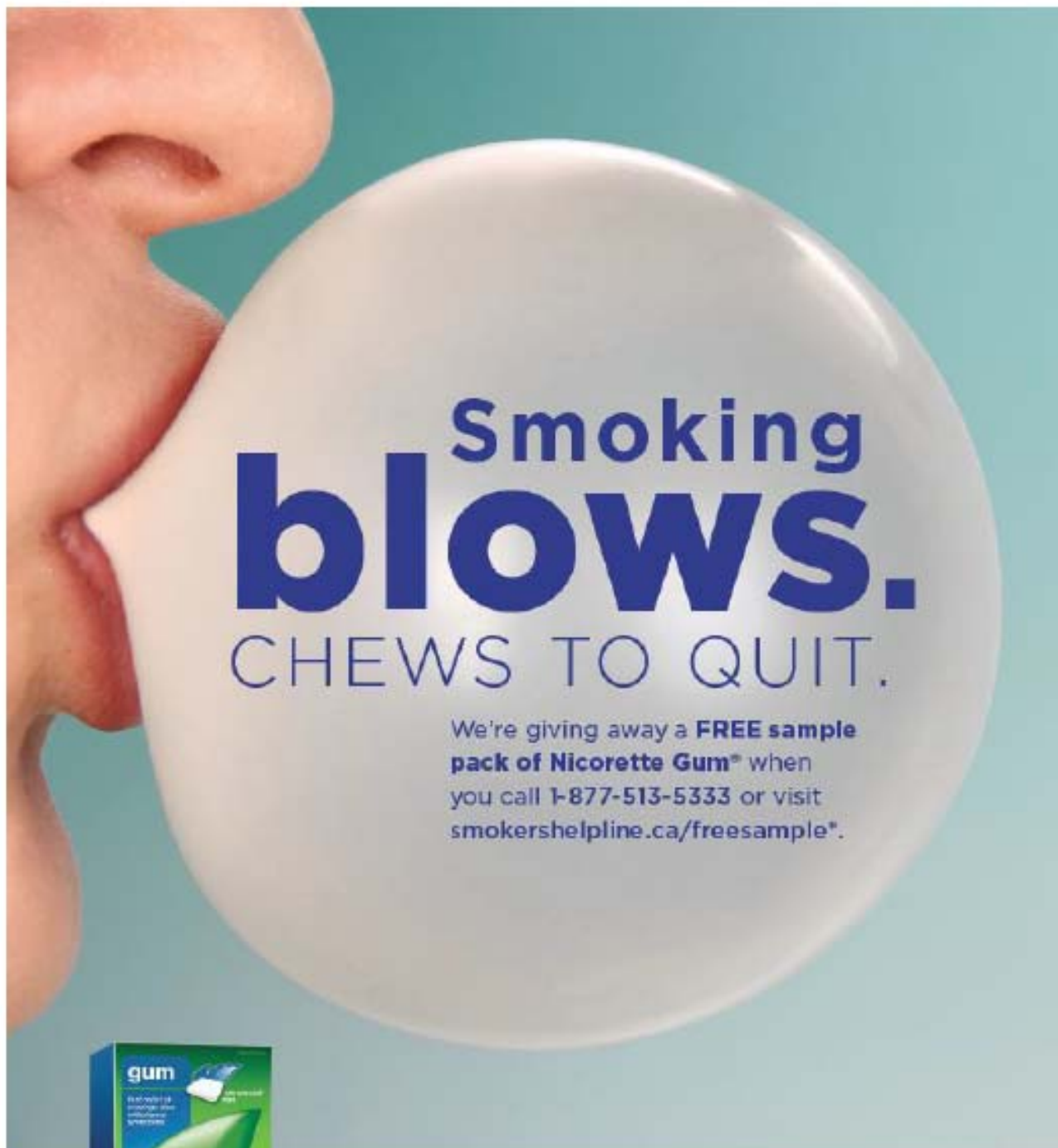
smokers' helpline | Nicoderm | Nicorette

FOLLOW US ON: Smokers' Helpline @smokershelpline #1stWeekChallenge

No purchase necessary. Must be a resident of Yukon, Saskatchewan, Manitoba, Ontario, New Brunswick or Prince Edward Island and 19 years or over who is a current tobacco user or who has quit within three months and used tobacco at least one hundred times. To be eligible to win, stay tobacco-free for the first seven days of the month. Each month two people will win \$500. 50% testing question required. Nicoderm or Nicorette discount coupons available while supplies last, and each subject to its terms and conditions. For full rules, visit www.FirstWeekChallengeContest.ca


*Frampton R et al. European Respiratory Journal 2006, 12:238-246

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**Smoking
blows.**
CHEWS TO QUIT.


We're giving away a **FREE sample pack of Nicorette Gum[®]** when you call 1-877-513-5333 or visit smokershelpline.ca/freesample*



gum
Nicorette Gum
4mg TRIAL SIZE
11 pieces

*Only those who had at least 10 cigarettes per day for at least 10 years are eligible for this offer. See website for details.

smokers' helpline
smokershelpline.ca | 1-877-513-5333
M-F 10:00AM - 7:00PM / T-F 10:00AM - 11:00PM



Canadian
Cancer
Society