



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



CEO NEWS

Welcome to 2016! Let's start off the new year with a big thank-you to all of those who made the Holidays more joyful for our colleagues and our clients by showing up, covering vacant shifts, and making sure that as much as possible we were able to avoid service disruptions through the busy Holiday Season. Your dedicated service is noticed and appreciated.



As we begin the new calendar year it's a time of reflecting and planning for the Health system. January to March is the last quarter of our fiscal year so at this point we have pretty reliable projections for how we will fare on the goals and objectives we set at the beginning of April 2015 and on our fiscal situation. You will recall that we began this **fiscal year** (April 1 – March 31) with a small surplus, but as the days, weeks, and months progressed there were some significant events that occurred causing us to take actions that re-directed some of our resources. As the saying goes, "the best laid plans of mice and men can often go awry". Things do not always go as planned and this is why the Health Authority sets targets and then regularly employs strategies to adjust what we are doing so we can meet our targets or re-think them.

So, what significant things happened in the past year that our organization had to be nimble enough to adapt to on short notice?

I would say that the challenges associated with stabilization of EMS were high on the list. Physician vacancies and the logistics of covering our large geography with resources spread too thinly had us scrambling to ensure reasonable response times. We brought our EMS staff together with other knowledgeable voices and established a plan, presented our plan to the Board and with their leadership invested in some key initiatives to resolve immediate crises, and began the work of engaging our community partners to share in the difficult decisions that will be required to sustain services in the future.

An Auditor's report on medication management in Long Term Care (LTC) put us in the provincial spotlight right alongside other LTC programs across the country where seniors care is hitting the press because of the pressures on the system with an aging population. At the same time we were taken to task because of some of the challenges associated with adjusting to life in our new facilities. We undertook specific quality improvement initiatives to analyze and respond to the concerns that were raised. There were seventeen specific recommendations in the Auditor's report that have required the mobilization of nursing, pharmacy, physician and other resources to meet these mandatory requirements.

Accreditation Canada continued to monitor our progress on recommendations made in the June, 2013 report. They issued a warning to us that if we could not make quick improvements to some of our medication management and other clinical practices our Accreditation status would be in jeopardy. In response, we engaged with their specialists in a more detailed way and embarked on some rigorous work to establish auditing mechanisms for the practices they are concerned about and to improve our practices based on the results of those audits.

We opened the new facilities in Biggar and Kerrobert. These are achievements to be celebrated and the celebrations will be remembered for years to come. Along with the celebrations people had to be open to significant changes, and our organization had to be ready to absorb unforeseen costs and workload associated with the moves - and anyone from the Kerrobert area will not soon forget the hail storm in the summer of 2015.

There were many challenges and successes over the past year, and there will be new ones in 2016 and beyond. You play a critical role in helping the Heartland Regional Health Authority and the Saskatchewan Health system to deliver a responsive and coordinated continuum of care to the people we serve. Thank-you for all that you do to maintain a focus on quality and safety as we deal with the challenge of unlimited demand on limited resources.

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Biggar EMS Receives Donation from Biggar and District Health Services Foundation

The Biggar and District Health Services Foundation raises money to provide equipment and other needs for the Biggar and District Health Centre. The Foundation recently purchased two Zoll X Series cardiac monitors/defibrillators for Biggar EMS.

Biggar EMS has two ambulances and the equipment is stocked exactly the same in both units thanks to funding and past donations from local businesses and the community. Now, thanks to a very generous donation from the Biggar and District Health Services Foundation Biggar EMS has two new Zoll X Series cardiac monitors. These will replace the Life PAK 12 monitors currently used.



Left-Right: Gene Motruk, Chair of Biggar and District Health Services Foundation, Doug Beeson, Biggar EMS Coordinator and Jo Angelopolous, Biggar and District Health Services Foundation
Photo Credit to the Biggar Independent

They decided to move to Zoll after trialing an X Series monitor. It was found that these monitors are smaller, lighter, meet military durability standards, and are compatible with the monitors that STARS use. With the technology that comes with the X Series monitors, staff will be able to work at their full scope of practice and provide a higher level of care to patients on scene and during transport. Capabilities like 12 lead cardiac monitoring and End Tidal CO₂ monitoring will also help with detecting changes in the patient's condition earlier and also help with transport decisions so the patient can get to definitive care earlier. They are also able to transmit the cardiac rhythms from these monitors to directly receiving facilities such as Royal University Hospital. New equipment will help attract Advanced Care Paramedics to Biggar in the future. Having these monitors will also allow them to work at their full scope of practice.

Heartland Health Region is very fortunate to have the Biggar and District Health Services Foundation supporting the purchase of these monitors/defibrillators. A little over a year ago the Foundation purchased two Zoll Auto Pulse resuscitation machines. These machines provide high quality chest compressions during CPR that humans cannot maintain efficiently for extended periods of time. The investment the Biggar and District Health Services Foundation has provided for Biggar EMS in the purchase of all of this equipment is substantial totaling \$91,000 (~\$32,000 for two Auto Pulse units, ~\$58,000 for two X Series monitors).

On behalf of Biggar EMS and Heartland Health Region, we would like to thank the Biggar Health Services Foundation for the support they have provided. The region greatly appreciates their help.

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A Very Valuable Volunteer

There is a volunteer that lives in the community of Rosetown that is dear to many hearts. This gentleman's name is Cliff Simpson and he has been a registered volunteer with Rosetown since 2002. Cliff's volunteer history goes back way beyond 2002 though. This year, in September he turned 95 and he is still giving to others in so many ways. Cliff was born at his family home on the farm north of Rosetown September 21, 1920 to a family that already had 5 children and would go on to have one more after him. At a very young age, Cliff experienced the ultimate volunteer, a neighbor lady who took Cliff in as a toddler when his mother suddenly passed away. Cliff lived with this neighbor lady and her family for about 1 ½ years until he was old enough to return to his own home and "fend for himself" with the others in his family.



Helping others has been a lifestyle for Cliff as he grew up in a time where people pitched in to help others on a daily basis; volunteering was the essence of his rural community. After some 80 years in the same home at the same farm, Cliff and his wife Joyce (married 66 years in 2015), moved into town and a new era of volunteerism opened up to Cliff. Now instead of helping others with their cattle, farming or rural community tasks he would now drive people for appointments, deliver meals on wheels, sing and entertain at local seniors facilities, wheel around the big handi-bus or visit people who were shut in or lonely. Cliff also loves to arrange for new community members to play pool or bowl with him so they could get to know others with the same interests. Cliff made the pool playoffs this year and he is excited "because there is good money in winning, first prize is \$200.00!"

At 95, Cliff still drives people to appointments, sings and entertains with the senior choral group and in his spare time he buys old bale wagons and fixes them up and sells them. Cliff says they don't phone as often as they used to for a driver but he would still enjoy that task if they needed someone. A big part of Cliff's life remains in his position as President of the Seniors Centre in town. The Seniors Centre is so important to him as there have been so many people that put so much time and effort into getting that building up and running, he feels it is his duty to keep it in good repair and to make sure there is a place for people to meet and have fun.

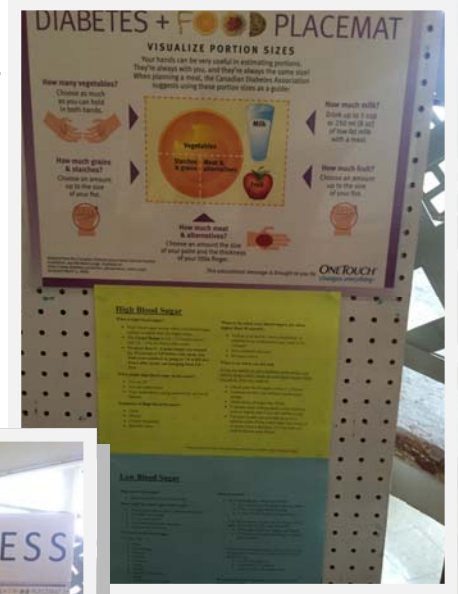
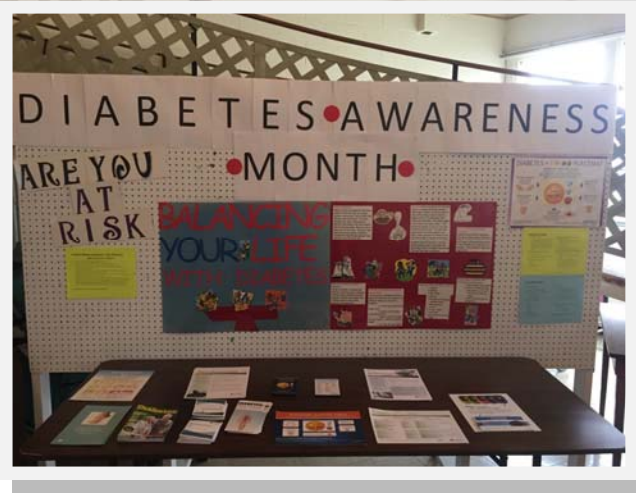
Cliff said that being a volunteer helped him to make the transition to town life, keeps him active and has enabled him to meet some of the most remarkable people through volunteering. Cliff says "you know you think you know someone and then you spend some time with them and you find out the most interesting stuff!" Cliff gives credit to the volunteer coordinators in the area for recruiting him, making him welcome and giving him important work to do. Thank you Cliff for continuing to be a model for others, showing them that in giving, you receive.

Around the Region

Heartland Diabetes Display Wins Second Place

The North Saskatchewan Diabetes Educators Sector Executive held a contest for diabetes programs to create a Diabetes awareness display for Diabetes Awareness month. Participants were to submit photos of their display and Heartland won second place! Included in the display was information encouraging the community to complete the two minutes survey to assess their risk for developing diabetes.

Community Dietitians Janine Lefevre and Brea Olson made up the display with the help of their work experience student.



Updated Policies and Procedures

Please be advised that there has been revisions/additions to the Care Services, Support Services, and Quality Improvement & Risk Management Policy and Procedure Manuals.



These policies and procedures are now available on the Med Policy site, at the link below.

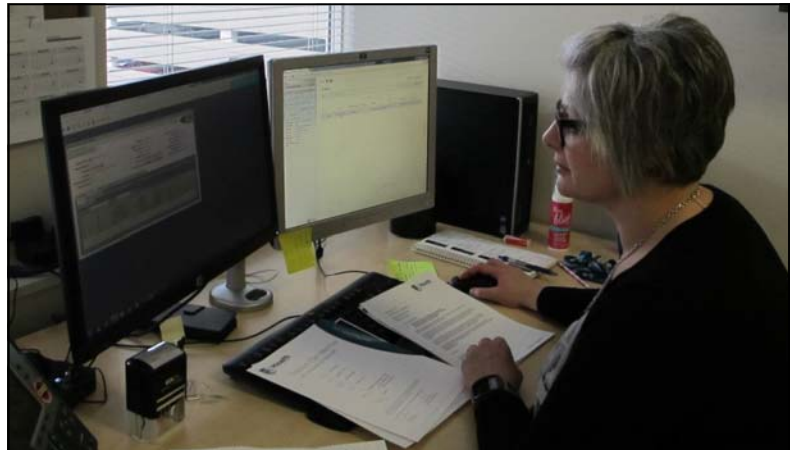
<https://policies.sharepoint.hrha.hin.sk.ca>

‘Live Chat’ Option Now Available to 3sHealth Employee Benefits Customers



3sHealth
employee
benefits

clients now have the option of chatting electronically with a Benefits Services Officer through the 3sHealth website. Live Chat provides customers with the opportunity to communicate electronically in real time. In addition to email and telephone communications, 3sHealth customers now have one more communications choice.



“We want our customer to be able to select the means they are most comfortable with when they are communicating with us,” says Alana Shearer-Kleefeld, Manager, Benefits Administration at 3sHealth.

Customers can access Live Chat from the 3sHealth.ca Employee Benefits web page. The chat request will enter the employee benefits inquiries queue in the same way a phone call is treated and will be given the same priority. Whether a customer is contacting 3sHealth by phone or on-line chat, he or she will be responded to in sequence by the first available Benefit Services Officer. 3sHealth’s service standard is to answer 100% of calls within 30 seconds. If a benefits services officer is not available to respond within 30 seconds, an automatic prompt will give the customer the opportunity to email their question to ebp@3shealth.ca.

This new technology has been created as part of a 3sHealth strategic initiative that focuses on creating a consistent experience for all clients. The Live Chat for employee benefits clients will be evaluated on an on-going basis. If clients respond positively to this method of communication, it may be expanded to other areas of customer service in 3sHealth.

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**To the new hires in
Heartland Health
Region**

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

HHR New Hire List – December 2015

Kindersley Primary Health Services Area	Facility
Sakhawat Sultan - ESW	Kindersley Health Centre
Brittany Grunerud - CCA	Eston Health Centre
Darren Mills - IT Tech	Kindersley Health Centre
Mari St. Jaques - CCA	Kindersley Health Centre
Alisha Dalton - CCA	Kindersley Health Centre
Rosetown Primary Health Services Area	Facility
Maurie Pitura - Dental Assistant	Rosetown Health Centre
Donna Coben - Payroll Coordinator	Rosetown Corp. Office
Kendra Tyndall - CCC	Biggar Health Centre
Anita Thibert - ESW	Biggar Health Centre
Unity Primary Health Services Area	Facility
Andrea Swan - PHN	Unity Health Centre
Miranda Klein - RN	Unity Health Centre
Ashley Lockyer - OT	Unity Health Centre
Jennifer Manning - MSW	St. Joseph's Health Centre



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**Do You Know Someone Who Would Become
A Patient or Family Advisor in Heartland?**

**Become a patient
or family advisor**

Join the 320 patients
and families working
to improve the
Saskatchewan
health system.

Putting Patients First
better health • better care • better value • better teams

FOR INFORMATION:

Heartland Health Region
(306) 882-4111 ext 2300
heartland@hrha.sk.ca

Watch for posters and brochures coming to your site in the near future!

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How can I make brown bag lunches quickly that everyone will like?



Packing lunches day-in and day-out can often be a chore. Here are some tips to help you pack lunches that are quick to put together, and include foods that everyone in the family likes.

What we need for a healthy lunch

Aim to include a variety of choices from this list – with at least one or two of the choices being a vegetable or fruit:

- a vegetable such as leafy green salad, veggie sticks or cooked in a soup, stew or pasta;
- fruit - fresh, canned (unsweetened), or dried;
- a grain product (whole grain or enriched) such as bread, tortilla wraps, bagels, buns, crackers, pasta, rice, muffins;
- a milk product or substitute such as milk, yogurt, cheese, yogurt drink, or fortified soy beverage;
- some lean meat, fish, poultry or meat alternative such as an egg, peanut butter, hummus or other legumes in soups, salads and dips.

Ensure that your family will like their lunches

- Have a planning session. Put together a list of lunchtime favourites.
- Listen to the concerns about smell and messiness.
- Set up a schedule so that everyone takes turns helping to prepare the lunches.
- Be sure to keep school lunches free of any restricted foods, such as nuts, when packing school lunches.

Keep supplies handy to make lunch packing easier

- Have everyone choose their own special lunch bag/box.
- Set up a lunch drawer that contains all the packaging needs – insulated containers, plastic containers, plastic wrap, stickers, napkins, straws, plastic spoons, knives and forks.
- Have a special shelf or area in the refrigerator for lunch fixings.
- Keep healthy snack choices such as whole grain cereal, nuts, seeds and dried fruit in the cupboard.
- Bake healthier snacks, such as whole grain muffins, on the weekend and freeze for a easy-to-pack snack.

Ideas for great lunches

- Vary the bread - try whole grain breads, tortilla wraps, crackers, bread sticks.
- Include bite-size vegetables, such as baby carrots, cherry tomatoes, red pepper slices with a yogurt or yogurt or bean-based dipping sauce.
- Include easy to eat fruit like grapes, melon slices, orange wedges. Peel mini oranges.
- Enjoy leftover lunches based on the previous night's dinner.
- Pack thirst-quenching water in a reusable water bottle

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- Some easy main meal choices:
 - last night's pasta, heated in the microwave and put into a wide mouth thermos;
 - try favourites like whole wheat macaroni and cheese, vegetarian chili or soup, heated up and put into a wide mouth thermos;
 - cheese, tuna or black bean dip with whole grain crackers and topped with sliced red pepper;
 - leftover veggie pizza on whole wheat crust;
 - hummus with pita and cut up vegetables for dipping;
 - a sandwich roll-up using a soft tortilla and any kind of filling you like, such as leftover sliced turkey, tuna salad, or hummus. Add grated vegetables or salsa before rolling.
- Simple snacks:
 - Fresh fruit and veggies.
 - Whole grain cereal mix, such as toasted oats, wheat squares, raisins and almonds or soy nuts.
 - Yogurt – try Greek-style yogurt topped with fresh sliced berries.
 - Homemade oatmeal mini muffins.
 - Roasted edamame with dried cherries.
 - A hard-boiled egg.

Workplace Idea: Office Lunch Co-ops

- Form a lunch co-op with 4 of your co-workers so you can take turns bringing lunch. This idea works best if members of the co-op have similar tastes.
- You get to eat a homemade lunch daily, but are only responsible for one lunch a week.
- Set the ground rules before you start, such as what constitutes a lunch and which foods are unacceptable.
- The group doesn't actually have to eat together, unless they want to. Discuss this in advance so no one feels obligated



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Outlook Staff Hold Door Decorating Contest for Christmas Festivities

The Outlook facility took on a new look over the Christmas season with staff participating in a door decorating contest for Christmas. Olaf on the Admin door was the lucky winner this year. Alma Friesen, Rhonda McCutcheon, Courtney McCutcheon and Diane Bennett were the creative team behind the design. The Grinch tree on the Lab door was the runner up. All the doors were beautiful and staff say it was a lot of fun watching the facility turn into a Christmas wonderland.



Great work Outlook! The doors look fabulous and the door decoration contest looked like it was a lot of fun!



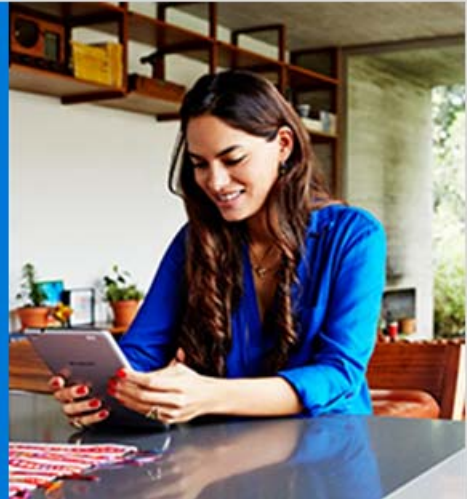
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