



HEARTLAND LINK..... KEEPING US ALL **WELL** CONNECTED!! September 6, 2016

CEO News



This Labour Day week-end is the anniversary of my arrival in the Heartland Health Region seven years ago. It will also mark the end of this chapter in my career as I take some vacation and move on to a new health care leadership challenge in rural and northern Alberta.

Over the past few weeks we have been hearing and seeing stories about health system transformation in Saskatchewan. I am just on my way home from a national meeting of health system surveyors where the message was all about change - again. As a person who has worked in health care for nearly forty years my initial response is to roll my eyes and think "LOL". We hear this message over and over again. I sometimes ask the question "is there anything new under the sun?" And judging from the feedback I hear about this 100% of the time, I conclude that change is the only constant and that we must be pro-active and well informed participants in change.

Why is it important for all of us to be agents of change in the healthcare system? Well, maybe it's the scary number of staff and patients who are harmed everyday by the errors we make? Or maybe it's the reality that we insist on having high end acute care services in places where the majority of people need access to health promotion and prevention activities or chronic disease management? Could it be the fact that healthcare consumes the lions' share of our precious public funds and we don't seem to be able to reassure the public that there is good value for their hard earned dollars?

Last week an oft quoted health care analyst in Saskatchewan talked to the CBC about his thoughts on the current review of the health regions' service delivery model in our province. He said a lot of things but I was interested in his comments about the issue not really being about where health region boundaries are as much as it is about people being able to access the right service in the right place at the right time. This is part of the message that I conveyed when I made my first public appearance at an event in Kindersley in 2009 and it is the message that the Heartland Health Region has been conveying strategically ever since.

If we have limited resources to work with we need to work in a way that puts those resources where they are most needed. In our case that is likely a multi-disciplinary community based primary care model; a coordinated and responsive continuum of care for the elderly, convalescent, and palliative including long term care; and clear pathways between primary, secondary, and tertiary care when it isn't practical to have the services in all of our home communities.

I think all health care workers have a responsibility to help educate the public about what these concepts mean and how an affordable, safe, high quality service could work. Too often we hear vulnerable people in our communities rallying for highly technical acute care services in their back yard because that is their image of what the health care system is all about. But the data tells us that most people don't require highly technical interventions at all. They need support, advice, and sometimes hands on care to look after themselves or their loved ones. Heartland's mission, vision, and values support this notion. Everyone has been invited to contribute to the development and updating of these.

We will have opportunities to tell the recently appointed panel what we think the priorities should be for health system transformation. When doing so, my advice is to be mindful of the notion of accountability to our patients, clients and residents. At the end of the day we should provide the right service in the right place at the right time.

This is what one of the keynote speakers in Ottawa had to say about having this culture of accountability. "Accountability. What does it mean? Most employees hire on within a framework of a simple transaction - physical/mental work in exchange for a salary. Producing for the salary they receive - that is the first step. Then we follow rules, we respect shared values. We can be accountable and inescapably fallible at the same time. Accountability really lies in our choices. What we are doing individually or as a group (the culture part), to do our best at work - for each other, the organization, the shareholders, and the community."

My journey with the Heartland Health Region has taught me some profound lessons about being a good neighbour, the resilience of rural communities, the willingness of people to step up when there is a job to be done, and the value that comes from healthy partnerships.

I have enjoyed all of my conversations with you in the Link and in my travels around the region. Thank-you for contributing to my growth and development. I miss you already.

(David Marx, Dave's Subs, 2015)
(CBC Blue Sky, August 19, 2016)

PS. You know how sometimes we go to our favorite music to process our emotions about the big moments in our lives? Well, this spring and summer there have been a lot of those big moments and decisions in my life. You may have already seen or heard this but I thought I would share it with you as we say farewell. It's one of those corny things, but gives some great advice when life throws you a curve ball. All the best.

<https://www.youtube.com/watch?v=awzNHuGqoMc>

Tim McGraw - Humble And Kind (Official Video)



New Physician Joins Wilkie Clinic

Dr. Elham Yahyaee has recently began her practice in the community of Wilkie in the Wilkie Medical Clinic. Dr. Yahyaee began the Saskatchewan International Physician Practice Assessment (SIPPA) program in January 2016. She started her clinical field assessment in February in Moose Jaw, finishing it at the end of April, arriving in Wilkie mid-May. She will be working in the Wilkie Medical Clinic next to Dr. Kemp.



Dr. Yahyaee received her medical degree in Iran in 2005 and practiced from 2005-2013. She practiced Family Medicine with a specialty in Obstetrics and Gynecology. She and her husband Meysam immigrated to Canada in May 2013 and they both come from small towns in Iran. The area they grew up in is actually quite similar to the area around Wilkie. She was recruited by Heartland Health and the community of Wilkie in the fall of 2015.

Unity and District Candace Heitt Memorial Run

Unity & District Memorial 5K, 10K and 1/2 Marathon

Plus 3 Person Relay

Tribute to.....Candace Heitt Bursary and Future Paving Path

Unity

Sunday, September 18th, 2016

Times:

8:00 am start.....for 21 KM (1/2 Marathon) also 3 person relay

9:00a.m start.....for 10KM

10:00a.m start.....for 5KM

Location..... UNITY GOLF COURSE CLUB HOUSE

Entries

\$40.00 payable to "Candace Heitt Trust Fund"

Student Discount \$20.00



Pick up and drop off at:

Heitt's Plumbing & Heating, Hair Accents, Cinema Satellite or Cross Fit

Or Mail to: Donna Boser &/or Terra and Keith Heitt

Box 537, Unity, SK S0K4L0

Or e-mail Donna at ckbozart@sasktel.net

HEARTLAND LINK.....
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Page 3



**To the new hires in
Heartland**

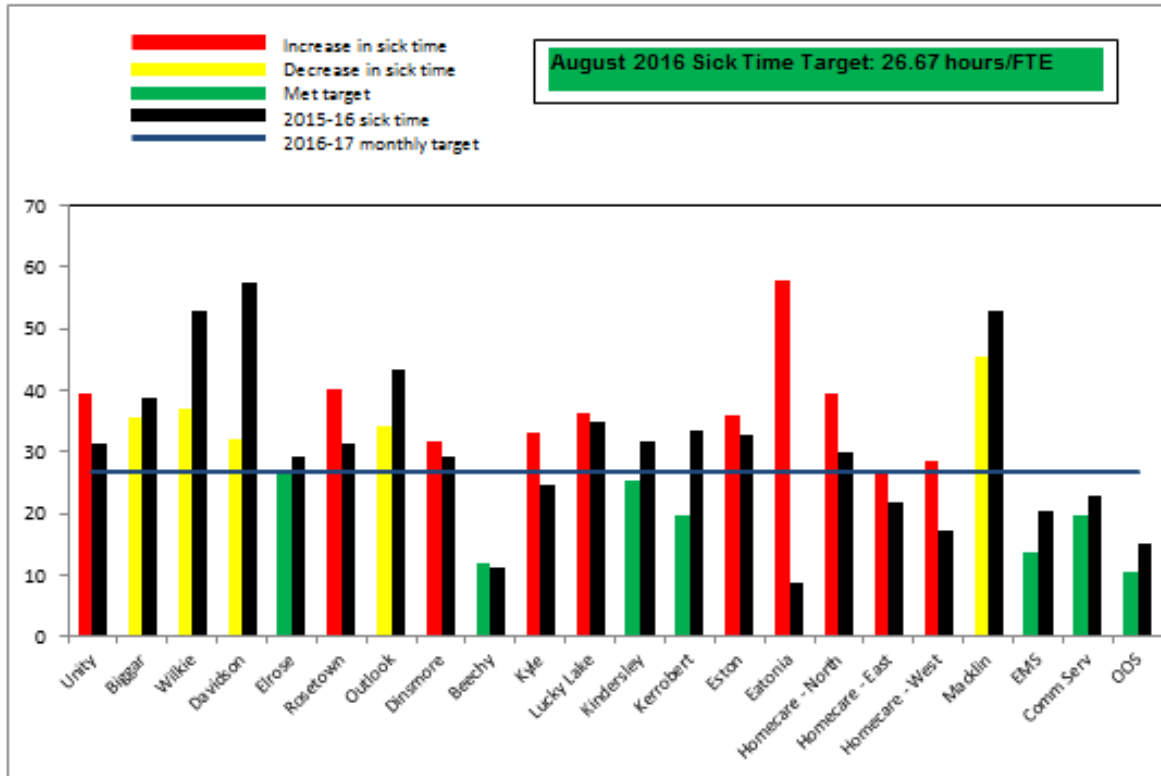
Welcome to the new hires in Heartland Health Region who took part in Regional Orientation in August. Please welcome your new colleagues to the region and your facilities.

Kindersley Primary Health Services Area	Facility
Ocean Debusschere - ESW	Kindersley Health Centre
Gabriel Charlemagne - FSW	Kindersley Health Centre
Cara Hanson - Finance Bus. Analyst	Kindersley Corp Office
Terra Rader - Drug Distribution Tech.	Kindersley Health Centre
Shine Kallivalappil Poolakkil Sreenivasan - CCA	Kindersley Health Centre
Erin Bruce - Grad Nurse	Kindersley Health Centre
Emily Kristiansen - RN	Eston Health Centre
Rosetown Primary Health Services Area	Facility
Bailey Bourden - Drug Distribution Tech	Rosetown Health Centre
Margot Meiklejohn - CCA	Rosetown Health Centre
Whitney Barber - RN	Biggar Health Centre
Unity Primary Health Services Area	Facility
Rachelle Brost - RN	Unity Health Centre
Fred Scholz - Asst. Cook	Unity Health Centre
*Tammy Saunders - LPN	Wilkie Health Centre
*Charlie-Rae Bennett - CCA	Wilkie Health Centre
*Mike Murday - MSW	Wilkie Health Centre
*Dakota Sander - CCA	Wilkie Health Centre
Outlook Primary Health Services Area	Facility
Angela Ballek - Admin	Outlook Health Centre
Richard Tilton - ESW	Outlook Health Centre
Kyle Kerr - PCP	Outlook Health Centre
Daryl Nordick - PCP	Outlook Health Centre
Mae Dematawaran - ADLRW	Dinsmore Health Centre
Bryan Saclao - Asst. Cook	Davidson Health Centre
*Correction from July List	

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Page 4

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



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 August 2015, overall sick time has decreased from 34.05 hours/FTE (45,430.85 reported hours) to 31.70 hours/FTE (45,296.61 reported hours) in August 2016. The Saskatchewan average is 31.66 hours/FTE.

Sites which have reduced their sick time since August of last year and met the target are green (Elrose). Davidson 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. Eatonia 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.

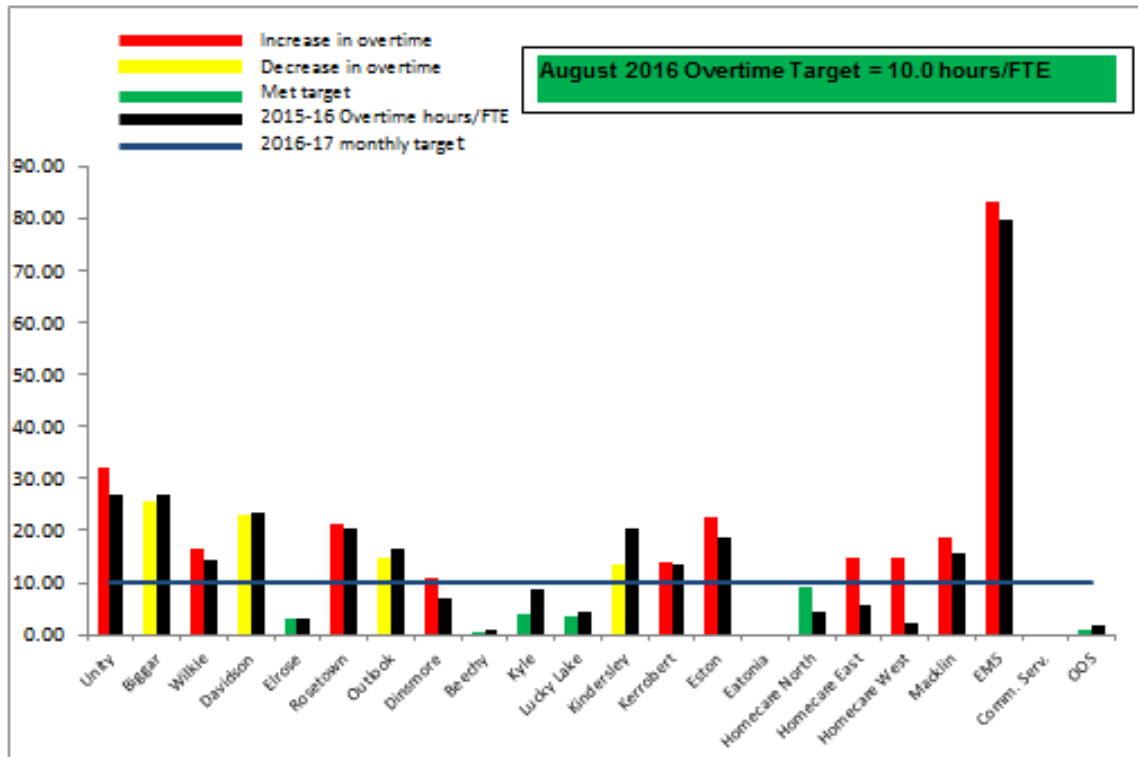
Our target for the 2016-17 fiscal year is:

Measure	Annual Target
Sick Time	64.0 hrs/FTE

HEARTLAND LINK..... KEEPING US ALL WELL CONNECTED!!

Page 5

2016-2017 Overtime Comparisons by Facility – August 2016



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 August 2016 there has been a decrease in wage driven premiums (overtime, callback, etc.) from 17.95 hours/FTE (20,238.62 hours) in August 2015 to 17.89 hours/FTE (20,110.02 hours) in August 2016. The Saskatchewan average is 16.44 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.

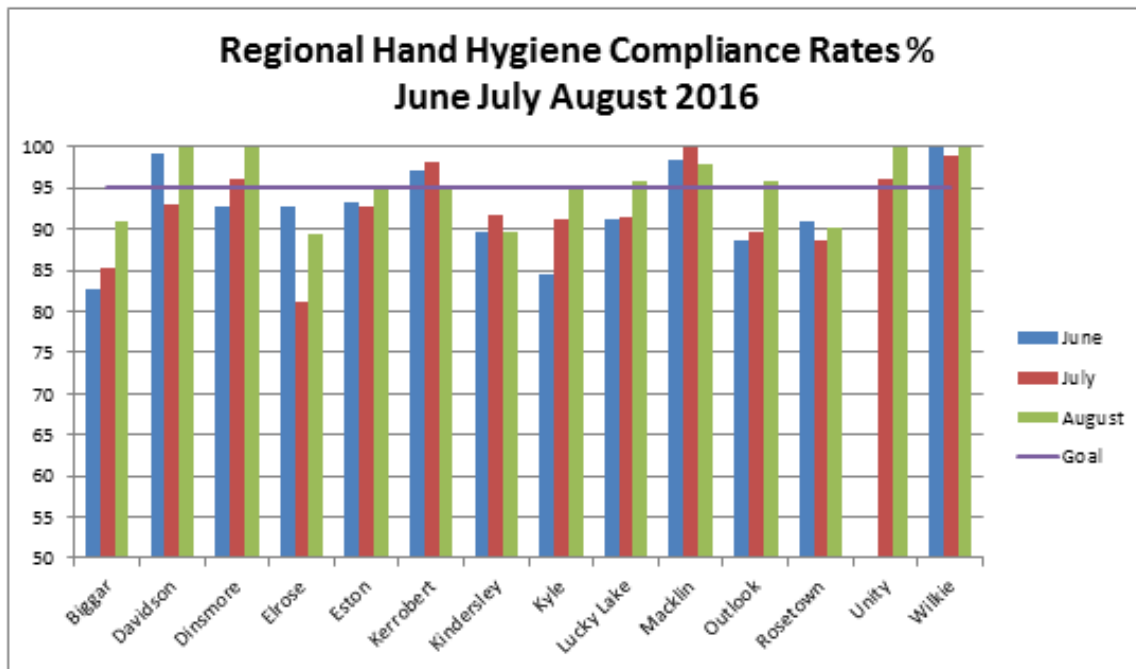
If you have a suggestion, comment or concern regarding these issues or believe there is anything Human Resources or others can do to support you in assisting to achieve this very important goal please do not hesitate to come forward.

Our target for the 2016-17 fiscal year is:

Measure	Annual Target
Overtime	24.0 hours/FTE

HEARTLAND LINK.....
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Page 6

Heartland Health Region Hand Hygiene Compliance Rates
 August 2016



Average compliance rates: June – 92.41% July – 92.44% August – 95.34%

Variation in compliance rates can be attributed to internal vs external auditors, many different auditors and different auditing practices. The Hawthorne Effect, where people do better when they know they are being watched, is evident in the sites where the auditor is consistent and known to staff.

August 2016 Successes:

- **Met our target of 95% compliance with proper hand hygiene technique done according to the 4 Moments of Hand Hygiene**
- Audits submitted from all facilities in July and August
- More staff remembering to wet hands before applying soap when hand washing

August 2016 Challenges:

- Some staff with long nails, nail enhancements, jewelry and rings with gemstones. Nails need to be clean and short and one smooth plain band is allowable. Watches and medical alert bracelets if worn need to be pushed up or removed to clean your hands properly. Best are bare hands and arms!
- More hand hygiene needed between medication passes, before group activities, between clients when assisting with meals and after clearing dishes BEFORE moving to next task.
- Remember hand hygiene BEFORE putting on PPE or touching box of clean gloves.

HEARTLAND LINK.....
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Page 7

Rosetown ASIST Registration Form

September 29th and 30th, 2016 – Rosetown Civic Centre, Room 59

8:30 a.m. to 4:30 pm both days

*****All participants are required to bring a bag lunch for both training days.*****

Coffee and water will be available to participants free of charge.

Space is limited so please register as soon as possible to reserve your seat.

Please note that there is no fee to attend this workshop thanks to the Heartland Health Region for donating their staff as trainers in addition to a generous donation from the Canadian Mental Health Association, Saskatchewan Branch that is covering the cost of participant materials.

To get a registration form or for inquiries contact Nicole Miller at (306) 882-6474 and then you can email your registration to nicole.miller@hrha.sk.ca. Registration deadline is September 25, 2016.

Update—Course is full with a waitlist as of September 8, 2016

**Better U Challenge –
What’s in it for you?**

Congratulations to Sharon Forsyth, Facility Administrator from Kindersley. She did the Better U Challenge and won one of the grand prizes—bow flex tread climber! Congratulations Sharon!



Cheryl’s **Heart Hero** is her reason for living.

Offer hope. Talk to your family about organ and tissue donation.



Cheryl Olson HEART TRANSPLANT RECIPIENT

*HEARTLAND LINK.....
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Page 8*



Heartland Health Region
Information Services

Ransomware!

Ransomware has been reported in a number of government ministries and health regions. Heartland is currently at a high level of risk and has encountered two attacks in the last few months. Thankfully, these attacks were mitigated very quickly and no loss of data occurred but next time we may not be as fortunate.

If infected, this malware will encrypt all the files you have access to on your computer and on the server (J drive and Shared drive). The attackers behind this then request money for the key to decrypt these files

As you are the first and best line of defense, please continue to be diligent when opening email and browsing websites.

If you see any suspicious email (even from coworkers) or if you feel you have been infected please:

1) Shut down your computer. Please power off.

The longer this malware can run on your computer, the more damage it can do to your files!

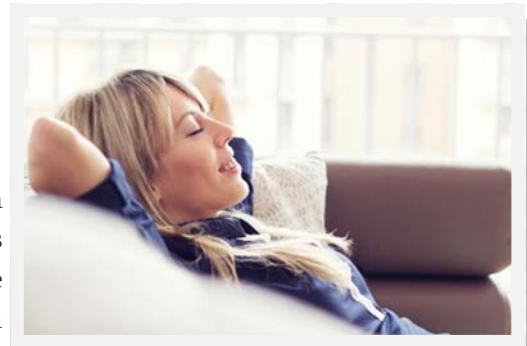
2) Contact us immediately via the eHealth Service Desk – 1-888-316-7446.

3) Please stay off your computer until we can get a hold of you!

Thank you!!!



Mental and Physical Health: Making the Connection



An increasing number of studies are highlighting the link between mental and physical health. For example, mental health issues, such as depression, can increase the risk of developing diabetes, heart disease and stroke. Similarly, a person suffering from a chronic physical condition is more likely to experience depression, either because of the stress related to living with their condition or because of the medications used to treat it.

Mental illness → physical pain

Mental illnesses not only increase certain health risks, but they can also have physical symptoms of their own. In fact, 65 percent of depressed people also experience:

- Headaches
- Stomach aches
- Muscle aches and joint pain
- Exhaustion and fatigue
- Back pain

It's been reported that more than 20 percent of adults with low back pain have symptoms of clinical depression. The exact relationship between depression and low back pain is not well understood, but individuals who suffer from low back pain and depression commonly experience insomnia, fatigue and poor physical fitness. These symptoms only aggravate the physical pain and depression.

Depression is a common mental illness worldwide, affecting more than 350 million people. More women than men suffer from the illness, and in Canada research has shown that women with depression are 80 percent more likely to experience heart disease than women without depression. Similarly, people with mental illnesses have up to three times greater likelihood of having a stroke.

Physical illness → mental pain

Just as people with a mental illness can experience physical pain, people with a physical illness, such as diabetes, can experience mental symptoms, such as anxiety. According to the Canadian Diabetes Association, "the biological impact of high blood sugar levels is also associated with the development of depression." If the depression is left untreated, the individual is less likely to follow medical directions to control their blood sugar, worsening their mental and physical health.

People living with other chronic physical complaints – cancer, arthritis and asthma -- also face greater mental health challenges than the general population. So to successfully manage our health we need to keep both our body and mind in balance.

Mental and Physical Health: Making the Connection

Finding the balance

How do we find this balance? Because what we do to the body affects the mind and vice versa, we need to take care of both body and mind at the same time. For example, a poor diet is a risk factor for many chronic illnesses and can contribute to weight gain. But a poor diet can also deprive the brain of glucose and the other nutrients that control mood – which can exacerbate depression. And when we're depressed, we're less likely to care about our physical health, which can further damage our mental health. This circularity can lead to a dangerous downward spiral, both physically and mentally.

Before we can make a change to improve our physical health, such as quitting smoking or losing weight, we need to understand *why* we smoke or overeat. Do we smoke to ease anxiety? Is our overeating linked to our emotions? While understanding alone is insufficient to effect behavioural change, recognizing vulnerabilities or needs – and finding healthier ways to meet them – can be valuable in making successful changes. And, at the same time, if we are trying to improve our mental health, we need to consider physical issues. Are we depressed because of the medication we're taking to control our asthma? What role is our diabetes playing?

Not understanding that link between physical and mental health is one reason why so many of us fail in our attempts to make better lifestyle choices. If you're having trouble getting started, contact your Employee and Family Assistance Program (EFAP). The professional advice and services available with your EFAP will help you make the connection between your mind, your behaviour and your body, and increase your probability of making healthy changes.



Many Thanks to Staff Involved in Elrose Flooding Situation



On August 3, 2016, the Elrose Health Centre experienced a power outage due to flooding in the basement caused by excessive rain in the area. Staff very promptly and efficiently prepared the residents and staff for the possibility of a power outage for more than 12 hours. The power was shut off at supper time and the generator was up and running by midnight. The facility was without power for 5-6 hours. Staff and residents were joined by extra staff, family and friends. The residents seemed relaxed, pleasant and enjoyed the "pajama party" of the evening. Power was fully restored by 10:00 am the next morning. The two domestic hot water heaters that were damaged were replaced the next day. Other equipment in the facility continues to be monitored since the flooding occurred. From all accounts it sounds like all staff involved in the situation

handled the situation so well and made the impact to residents very minimal. Thanks for all you do!



Seniors' Week in Saskatchewan

Vital. Active. Involved.

Your special events will make this celebration a success and show how important Seniors are every day in every community.

September 25
to October 1

HEARTLAND LINK.....
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Page 12

Families play an important role in a patient's health and safety. That's why Heartland Health Region no longer has specific visiting hours.

we are **BETTER**
TOGETHER



There are some general guidelines that we ask you to follow for the safety and well-being of everyone in hospital:

- People who are in hospital need to rest and recover. We encourage you to visit often, but consider keeping your visits short.
- The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, family and inter-professional care team. In situations where there are shared rooms, this discussion includes the other patient and his/her family. To ensure safety, consideration will also be given to the physical limitations of the space.
- Family and guests who are feeling unwell, have an infection, have symptoms of respiratory illness or flu-like illnesses should not come to a health care facility.
- If an outbreak of infection requires restrictions for public health, the staff will collaborate with the patient and family to ensure that selected family members are still welcomed.
- For the safety of our patients, families and guests are required to perform hand hygiene with soap and water or alcohol-based hand rub upon entering and leaving the patient's room.
- Children younger than 14 years supervised by an adult (who is not the patient) are welcomed.
- There may be interruptions to family presence to protect the privacy rights of other patients or to maintain safety and security. Patients and families are asked to help protect the privacy rights of others.

Patients and families who have questions or concerns are encouraged to speak with a care team member.

