



D^oVINE

P R O V I D E N C E

Issue 4
Volume 11
JUNE '09

St. Paul's Courtyard Turns into Mock Emergency Scene

St. Paul's Hospital and Mount Saint Joseph Hospital recently participated in a multi-agency emergency preparedness scenario involving a plane crash in Stanley Park. Vancouver Fire and Rescue Services led the mock plane crash exercise, which involved ten other agencies including E-Comm, Vancouver Police Department, BC Forest Services and the City of Vancouver.

Continued on Page 3

INSIDE

- PHC AGM '09: Building Partnerships for Life**2
- PHC Check-Up**2
- PHC Engages in Emergency Exercises**3
- SPH Medicine Staff Demonstrate Leadership**.....4
- Taking Help Outside of the Hospital**5
- Jean-Francois Bowden Award**.....5
- Eden Corner**6
- Veterans at Brock Fahrni Find Meaning in Art**6
- Dementia and Music**.....7
- Firefighter Back to Work After Heart Transplant**.....8
- Expanded Scope of Nursing Practice Coming**9
- Introducing Licensed Practical Nurses at PHC Community Dialysis Unit**9

INSPIRATION

"Youth is the Gift of Nature, but Age is a Work of Art."

Anonymous



(l to r) David Brown (Operations Leader, Emergency, SPH), triage nurses Patti Nugent and Glen Cardinal and Dr. Eric Grafstein (Department Head, Emergency, SPH) triage a "casualty" before sending them in to "the hospital" during the plane crash exercise.



**STRATEGIC DIRECTION:
LIVE OUR MISSION**

Building Partnerships for Life

Providence Health Care's annual general meeting took place on June 10, where over 200 representatives of community organizations, businesses and stakeholders, as well as PHC's senior leadership team and board and society members, gathered to recognize the important work done by PHC and to engage in this year's theme, Building Partnerships for Life.

Attendees heard from Dianne Doyle, President and CEO of PHC, as well as Kip Woodward, Chair of the Board of Directors for PHC. Both stressed the importance of this year's theme in continuing to enhance the legacy of the Sisters who established our hospitals and care settings.

"They worked tirelessly, and yes, made partnerships with the communities they served, to provide care, heal the sick, and improve lives," said Doyle.

The keynote speaker at this year's event was Mayor Gregor Robertson. Speaking on the theme of collaboration, Robertson frequently mentioned PHC's founding congregations as a source of inspiration.

PHC CEO and President Dianne Doyle with guest speaker, Vancouver Mayor Gregor Robertson at the annual general meeting.



"The success that Providence has shown is rooted in your mission, vision and values..."

Mayor Gregor Robertson

"The success that Providence has shown is rooted in your mission, vision and values," said Robertson. "You've set the bar high for any organization and the work you have done in partnering has been a building block in your success."

Robertson also emphasized the need for City Hall to play a fundamental role in building successful support programs and services for the residents of Vancouver.

"We have a duty to be responding to the problems that our citizens face," said Robertson. "Ignorance and apathy are unacceptable."

Robertson ended his speech on a high note, acknowledging the importance of City Hall's

continued support for the innovative research being undertaken at PHC.

"The people that you serve are the same people that elected me," said Robertson.

"Collaboration between health care and City Hall should not be a second thought."

The program included formal award presentations to the Mission Award recipients (announced earlier this spring) and the Faye Meuser Memorial Leadership Award recipient.

The Faye Meuser Award annually recognizes one leader who has been employed at Providence for five years or more, and who demonstrates exceptional leadership within the mission, vision, and values of our organization. The award includes a cash award of \$1,500

thanks to generous donations from friends, family and colleagues, as well as contributions from Providence Health Care and the St. Paul's Hospital Foundation. The 2009 Meuser Award was presented to Grant McCullough, Operations Leader, Medicine Program, St. Paul's Hospital. A deserving recipient of this award, Grant was nominated for being a highly respected, visionary leader with a solid reputation as a mentor, role model, colleague and change agent.

His high degree of integrity has won him the trust, respect, and loyalty of all those he works with.

Videos of the Mission Award winners will soon be available on the Mission Services page on PHC Connect.



**STRATEGIC DIRECTION:
ENGAGE AND DEVELOP OUR PEOPLE**

PHC Check-Up 2009

Thank you to all staff who participated in the PHC Check-Up employee survey.

Although there are always challenges in moving on all the numerous priorities, the value of receiving feedback from everyone cannot be underestimated.

"The feedback gained through this valuable tool will help teams identify and find solutions to pressing issues, with the assistance of the Ambassador-supported discussions and team action planning sessions this Fall," says Dianne Doyle, President and CEO, Providence Health Care. As engagement is an ongoing process, PHC's long-term plan is to have an additional follow-up survey in 2011.



"By repeating the survey, we are able to measure how successfully we respond to staff expectations and needs," says Doyle. "We can then evaluate improvements to our two-way dialogue and flow of information between staff and PHC senior leadership."

In response to staff and leaders' requests, the survey period was extended by a week to promote more feedback.

Results will be tabulated and shared with staff, leaders and program areas to enable follow-up steps.



**STRATEGIC DIRECTION:
PROMOTE PARTNERSHIPS**

PHC Engages in Emergency Exercises

Providence Health Care (PHC) continues to lead the way in emergency preparation with its participation in three recent exercises: a staff recall fan-out drill on April 28, a mock plane crash scenario on May 28 and an earthquake simulation on June 3. Emergency preparedness is at the forefront at PHC, not only because disasters like these are probable, but because the 2010 Games are looming. With St. Paul's Hospital (SPH) being an official hospital venue, staff need to be well prepared for any kind of stress to services.

"Casualties" (actors covered in fake blood) were transported from the crash site at Brockton Oval in Stanley Park to a mock emergency room set up in the courtyard at SPH. Here, emergency staff determined the order and priority of emergency treatment based upon the special needs of each victim brought in from this mass-casualty setting. "It is important to educate staff through participation in drills and simulations," said Jeanette Beattie, PHC's Leader of Emergency Preparedness. "Exercises are invaluable tools for identifying gaps, determining remedies and

validating current processes." ED nurses and physicians were able to use this as an opportunity to test and validate triage roles, to test the role of admitting clerks and to engage Access Services in identifying bed space at SPH as well as Mount Saint Joseph (MSJ) Hospital. MSJ staff discussed the "real time" situation and what they would need to do to accommodate patients from SPH if a real disaster were to occur.

Two residential sites sent observers to participate in the exercise, providing a great opportunity to find out what goes on at acute sites during a code orange and how their sites could be of support. SPH staff observers, equipped with clipboards, task sheets and observer ID tags, each studied a segment of the action, noting response and communication flow. PHC shot footage of the disaster scenario to be used for future training. The no-fault environment allowed players to train and practice for real emergencies to, in turn, decrease anxiety during real-life incidents. The exercise was important for agencies to work together and learn how to prepare, react and



Triage nurses Glen Cardinal and Patti Nugent (orange vests), triage a "casualty" as a stricken "family member" adds emotional tension to the situation.

communicate in a disaster situation, as flawless communication among all parties is the key to a successful response.

PHC was recently a part of a second exercise, a multi-agency workshop organized by PEP (Provincial Emergency Program), on earthquake response. Approximately 50 agencies participated, including eight from the health sector, as well as municipal, provincial and federal government agencies, first responders and utilities. The simulated earthquake was 7.3 on the Richter scale with mock impacts that included landslides and fires; closure of some transportation infrastructure; damage to older block and brick buildings and damage to utilities and overwhelming telephone lines. In the scenario many people were "injured" and "killed" by falling debris, leaving others distressed and unsure of what to do. Agencies participating in the scenario walked through how they would respond to a real-life situation of that magnitude. The next multi-agency,

functional exercise will occur in November as Exercise Gold, in preparation for the Winter Olympic Games.



Code Green – Evacuation

Over the course of the summer, PHC's residential sites will conduct a Code Green drill to practice evacuation or host a product demonstration to explore tools to assist with evacuation. In most cases, the objectives will be to validate current Code Green procedures, identify gaps, determine equipment needs, and decrease staff anxiety during an actual evacuation. The management of these drills will also validate the pre-assigned HEICS (Hospital Emergency Incident Command System) roles and determine if roles have been assigned appropriately.

To get involved, please talk to your Operations Leader or contact EPP at epclerk@providencehealth.bc.ca.



Members of Vancouver Fire and Rescue attend the scene of the mock plane crash in Stanley Park.



STRATEGIC DIRECTION:
**LEAD THROUGH EXCEPTIONAL CARE,
 SERVICE TEACHING AND RESEARCH**

**SPH Medicine Staff Demonstrate Leadership
 in Care Improvement and Stewardship**

As a Nurse Educator for the St. Paul's Hospital medicine units, William Findlay's job is to guide nurses towards quality and safe patient care by providing them with the educational resources they need. Recently his skills have been put to good use as the SPH Medicine Advancement Initiative continues to make great progress on a number of fronts.

"The idea behind this initiative is to build and sustain a culture and practice model on the SPH medicine units that maintains and enhances patient care over the long term while optimizing our valuable resources," said Bonita Elliott, Program Director, Acute, Access Services and SPH Medicine.

The SPH Medicine Advancement Initiative incorporates the goals of the Medicine Strategic Plan. It includes a number of strategies in areas of practice/education, operations, staff engagement, physical environment and interdisciplinary care, as well as strategies involving other programs and services throughout the hospital. "Engaging staff is a vital element of this initiative," said Sandra Bazley who is one of the Operations Leaders for SPH's medicine units. "Unleashing talent at the front lines is critical to the success of this and any initiative."

Over the last six months, medicine staff and physicians

have worked collaboratively to identify what work is required to address the challenges and to meet the goal of this initiative. "We took this input and combined it with the work completed to date or in process (e.g. the Medicine Program's Strategic Plan and the Regional Cost and Resource Review) to create a road map of the major areas we will focus on over 2009 and 2010," said Grant McCullough, Operations Leader, SPH Medicine.

"Some of the work we have undertaken includes initiating collaborative practice and teamCARE, decluttering the units and having regular staff meetings," said Findlay. "We seem to be working well as a team to drive forward our practice and the goals of this initiative."

One other great outcome that



Staff on the St. Paul's Hospital medicine units are working collaboratively to drive forward their practice and the goals of the SPH Medicine Advancement Initiative.

has come from this work is reduced costs and improved efficiencies.

"After conducting the Patient Care Attendant (PCA) review, the data indicated that our daily staffing levels (mix of PCAs, LPNs, RNs) were much higher on the medicine units than we were budgeted for," said Janice Victory, MSJ Clinical Site Director and Program Director Medicine.

"In a time of ever-increasing fiscal constraints, we saw this as an opportunity to demonstrate our stewardship and to develop a process to daily assess, problem

solve, measure and evaluate the clinical and resource needs for the patients and staff," said Victory. "Thanks to the hard work of our staff and leaders, this process has led to significant cost savings."

Findlay is confident that the momentum and positive outcomes of this work will continue.

"Staff are beginning to step up to the plate and embrace these changes," he said. "I think they are realizing that in the end these changes are all for the good of the patient."

CARING HEARTS

Dear Staff,

I was recently treated at St. Paul's Hospital for a blood infection while visiting Vancouver from Quebec. The last time I was in St. Paul's was 23 years ago giving birth to my son. I have to say this last experience was exceptional! The nursing staff was outstanding, responsive and caring. I was amazed at their patience and consistency in care and friendliness

throughout their gruelling shifts. My physicians, including the resident doctors, were attentive and explained my condition in plain language and listened to all my questions. My time in Emergency was also exceptional. I feel it is important to acknowledge the good when we can! St. Paul's should be proud of their medical staff and acknowledge their wonderful work.

Dear PHC,

My brother has been a patient for many days in your Intensive Care Unit at St. Paul's. I wish to commend your medical and nursing staff for their excellent care. I myself am a 1944 graduate of St. Paul's School of Nursing, and am so pleased to share these accolades with the hospital staff here!



**STRATEGIC DIRECTION:
PROMOTE PARTNERSHIPS**

Taking Help Outside of The Hospital: New Program Reaches Youth On the Streets

For a young person coping with mental illness, life can be full of challenges, but for those living on the streets, getting help can often be the biggest challenge.

A new program at St. Paul's Hospital is helping address this issue by taking mental health treatment out of the hospital and into the community to reach homeless youth.

The Inner City Youth Mental Health Program, started by Providence Health Care psychiatrists Dr. Steve Mathias and Dr. Bill MacEwan, began as a pilot project in 2007 linking psychiatrists from SPH with youth at the Covenant House – a non-profit organization that provides shelter and a wide range of services for homeless youth. Formalized this year, the program has grown to include seven psychiatrists, a social worker and a coordinator.

According to Dr. Mathias, a large gap exists between child and youth mental health services and adult services, causing many youth to struggle to access treatment. Adult services are also not necessarily designed for the specific needs of those under 25. In addition, characteristics of this hard-to-reach population also make it more difficult for them to get help. These youth are transient and difficult to identify. Many have co-occurring substance use disorders and are often turned away from other treatment programs, said Dr. Mathias. "We decided to create a more assertive model and take mental health and psychiatric services outside the hospital to where the kids are," he explained.

Initially, the program was crisis-driven, but soon evolved to a more preventative approach. "I think the work we do is important; this is a group that for many years has gone without specific psychiatric services, yet it is the group that five, ten or fifteen years from now, we'll see filling our hospital beds and being homeless or drug addicted in the downtown

eastside" Dr. Mathias said.

The program targets youth ages 16 to 24, many of whom come from complex psychosocial backgrounds, with about half from the foster care system. Many have been homeless since they were 13 or have been through dozens of homes.

The partnership provides support for Covenant House, caring for youth they previously didn't know where to send for help. Youth in the program are staying in shelters about three times longer than the average length of stay, which is

seven days. In this time youth gain more stability and develop more trust and relationships with the doctors, Covenant House and themselves.

The success from the team's work has recently earned them the Mission Team Award from PHC. "It really speaks to the openness of Providence Health Care that they would recognize a program that didn't exist one-and-a-half years ago and addresses a population that's not recognized for its specific health needs," said Dr. Mathias.



Inner City Youth Mental Health Team from l to r: Pamela Miller, Dr. Bill MacEwan, Dr. Julia Raudzus, Dr. Dan Lin, Dr. Steve Mathias, Tracy Brown (Mental Health Coordinator, Covenant House), Dr. Alex Gubanov, Megan Sherwood and Stephanie Gillingham, Social Worker.



**STRATEGIC DIRECTION:
ADVANCE LEADERSHIP IN HEALTH CARE**

Inaugural Jean-Francois Bowden Awards

Annemarie Kaan and Alejandra Farias Godoy are the first recipients of the new Jean-Francois Bowden awards, created in memory of Bowden, a pioneer of the Healthy Heart Program at SPH.

Bowden first came to SPH as a post-doctoral student in the Healthy Heart Program in the early 1990s. This award reflects his dedication to cardiovascular disease prevention and rehabilitation as well as his

enthusiasm and talent for using information technology in this field.

Two annual \$5,000 awards have been established in Bowden's name - one for employees, students, or clinicians working in the areas of information technology and medicine, the other for Healthy Heart graduate students conducting cardiovascular disease research within the Healthy Heart Program. Kaan, a clinical nurse specialist in

heart failure and transplantation, is recognized for her role in creating the virtual Heart Function Clinic, a unique interactive website designed to help heart failure patients to learn the important concept of self-management.

Farias Godoy, a PhD candidate working with Dr. Scott Lear in the Healthy Heart Program, was recognized for a project focused on investigating the delivery of different modes of cardiac rehabilitation to patients with cardiovascular disease.

The next call for applications for the Jean-Francois Bowden Award will occur in early 2010.



Living the Eden Way in Residential Care

Eden Corner

In recognition of Seniors' Week in British Columbia this issue is dedicated to the older population and care at residential sites. More than 700 older adults make one of PHC's five residential care sites their home. One element in the success of PHC's Elder Care Program has been the adoption of the Eden Alternative, a philosophy of care that provides guidance on how to help older adults continue leading meaningful lives when they become too frail to live on their own. The Eden Alternative is centred on changing the culture and

environment of traditional residential care settings from institutional care facilities to thriving communities. Eden focuses on ten guiding principles that strive to eliminate the three "plagues" of loneliness, helplessness and boredom. Inspired by Eden, the development of "elder-centred communities" is a priority at PHC sites. Care units are referred to as neighbourhoods, which have many of the traditional hallmarks of home, and elders are respected in decision-making processes that affect life within the community. Activities at the sites revolve around the desires, interests and physical abilities of residents. At Mount Saint Joseph Residence (MSJ), activities respect and



Resident King Lee joins a gardening session at Mount Saint Joseph Residence with music therapist Lennie Tan. Gardening is one of the Eden Alternative activities undertaken at PHC's residential care homes.

support cultural interests of the predominantly Asian population being cared for. Staff, residents and their families recently organized an outing for residents to attend a dance performance by a touring company from Beijing. "For me Eden is about making connections with the residents as well as their families," said Jocelyne Wong, Operations Leader for Residential Care at MSJ. "It can be through a large

event, or through day-to-day interactions like reading the newspaper to residents, or even enjoying a game of Mah Jong." Tapestry Foundation for Health Care is committed to supporting PHC's Elder Care Program and the Eden Alternative. To make a donation to the Foundation in support of quality of life programs and services at PHC's residential sites, call 604.877.8335, or visit www.tapestryfoundation.ca.



STRATEGIC DIRECTION: PROMOTE PARTNERSHIPS

Veterans at Brock Fahrni Find Meaning in Art

Veterans at Brock Fahrni have been encouraged to participate in the *Artworks* program since the site first opened. Originally administered by Canadian Red Cross, the program is funded by the Department of Veteran Affairs in order to improve the quality of life for Veterans. *Artworks* is a therapeutic program run by art instructors. It benefits elders by providing an outlet for their creative interests, maintaining their fine motor skills, and offering a form of "occupation" that is meaningful.

Carol Paley, an *Artworks* Instructor at Brock Fahrni, said the veterans often start out a bit

leery because they come from a generation raised with a strong work ethic, where artwork might be considered frivolous. "They are often trying something they haven't done before, so we start by building a rapport – we discover what their likes and dislikes are and chat about friends and family so that we can help them to design projects tailored to their individual interests."

Veterans involved in the *Artworks* program may choose to work in a variety of mediums from clay and wood projects to paper and fabrics. Completed projects are given by the artists as gifts to their families or sold

through the *Artworks* Gift Shop where they can be purchased. Proceeds are shared between the program and the artists. Through their achievements in the studio, residents develop self-esteem and independence, qualities that enhance daily life. Recently, the new Veteran Affairs Canada Operational Stress Injury Clinic at UBC

Hospital purchased some of the artwork produced by veterans. This facility serves veterans returning from Afghanistan with post-traumatic stress syndrome and other issues. Through their art, our Brock Fahrni veterans are helping a new generation of vets in the healing process.



*Fred Thearle, an 87-year-old WWII Veteran, with one of his paintings displayed at the BC Operational Stress Injury Clinic. The Taj Mahal in India has become a subject of Fred's art through the *Artworks* program at Brock Fahrni Residence, reflecting memories of sites seen during WWII.*



**STRATEGIC DIRECTION:
LEAD THROUGH EXCEPTIONAL CARE,
SERVICE TEACHING AND RESEARCH**

Dementia and Music

Dementia affects both the person with the diagnosis as well as those who care and support her or him. As a dementia progresses, the clinical management of the disease can become more challenging. In addition, families and friends of the dementia sufferer are often faced with emotional consequences, uncertainty, and fear produced by the disease. Research at Providence Health Care through its Elder Care Program and the Centre for Healthy Aging at Providence (CHAP) addresses these and other issues that affect the day-to-day lives of seniors and care providers. Our research, ranging from the population health level and health service design to the health expectations and experiences of older ethno-cultural adults with dementia, is the result of partnerships formed between seniors, clinicians, researchers and decision-makers. Since 2006, PHC has partnered with the Vancouver-based Health Arts Society (<http://healtharts.org>) in bringing professional arts performances to older adults in care who are

isolated from access to arts by reason of illness or frailty. People in long-term care are especially in need of feeling connected and engaged, and music may act as a therapeutic aid to address these needs. Moreover, music may play an important role in promoting, maintaining, and restoring mental, physical, emotional, and spiritual health. It can be a major vehicle in helping maintain and sometimes improve an older adult's quality of life.

Music has long been recognized as something that older adults enjoy and respond to emotionally, but does it improve the health care outcomes and quality of life of those with moderate to severe dementia? To answer that question, in 2008 the CHAP undertook a scoping review of the literature on the role of music in dementia in preparation for a series of larger studies to examine these issues. The goal, in collaboration with the Health Arts Society, is to determine whether or not there is sufficient evidence to recommend music as therapy for older adults with dementia in long-term care settings.

While most of the studies reviewed were limited by small sample size, short time frame and inability to control confounding variables (such as co-morbid illness and environment) there is evidence of music's ability to have a positive effect on mood and behaviour in people suffering from dementia. In general, residents had more obvious engagement with live music as opposed to recorded music, but even some music was better than none. Music familiar to residents was found to be better than unfamiliar music in reducing agitation. Involving the resident and informal caregiver in the making of music during music therapy sessions was also beneficial, suggesting that human interaction is a key component of the effectiveness of music.

Many studies found that music could reduce agitation and other behavioural and psychological symptoms of dementia but this effect was not found to persist in the long-term.

There is still much work to be done on the use of music as therapy for dementia symptoms. This scoping review of the scientific literature was just the first step in exploring the use of music to promote positive mood and behaviours, and to reduce stress and distress, in the treatment of older adults with dementia. In partnership with the Tapestry Foundation for Health Care (www.tapestryfoundation.ca), caregivers and researchers hope to explore the value of families creating personalized music and videos for residents with challenging behaviours.

Residents Walk for Dementia



From left to right: Elsie Famulak (resident), Helen Ibarra (care worker), Lucille Oakley (friend), Marie Bonthoux (resident), Marlen Solisa (care worker) and Rose Cosco (resident).

Providence Day Celebration



(l to r) Maria Frasca, Cecilia Cinco and Maria Domencil from Sodexho and Mary Procter, VP Finance and Corporate Affairs. St. Vincent's: Langara recently helped residents celebrate Providence Day.

On Saturday, May 9, Youville Residence hosted its 2nd Pacific Spirit Satellite Walk. The Youville *Young at Hearts* raised over \$1000 to support Dementia Research funded through Tapestry Foundation for Health Care. Thank you to the staff, volunteers, elders, families and Montessori Community who participated in the walk.

CREATIVE SOULS

Firefighter Back to Work Full-time Following Heart Transplant

In 2006, Brian Parsons learned he was in the late stages of heart failure. At the time, Parsons was put on drugs and admitted to St. Paul's Hospital (SPH) for three weeks; but the drugs did little to help the 44-year-old firefighter from Vernon. Doctors told him if he didn't receive a new heart by the end of February 2008, he would have to be fitted with a ventricular assist device (VAD).

"I was having a really hard time before the surgery, I had ten per cent of my heart capacity," said Parsons, from his home in Vernon. "I couldn't walk up a flight of stairs and I couldn't speak without coughing." Fortunately, a suitable donor was found and on February 24

of last year, Parsons made his way to SPH for his transplant. At the last moment, an issue arose around finding a medivac available to transport the new organ to the hospital. Quick-thinking staff contacted an executive at Telus and asked if they could use the company's private jet to transport the heart. "Without the staff's creative and innovative actions, I wouldn't have gotten my heart," Parsons said.

"That was crucial for me receiving the heart, so I am pretty grateful." Parsons, who returned to work in March of this year, is the second firefighter in North America to return to work after undergoing such a procedure.

"I feel really good," said Parson's about returning to his job. "It took



Brian Parsons (front left) back on the job in Vernon with his fellow firefighters.

some time for my body to adapt, but with each passing week my strength has come back." Parsons is now back at the gym six days a week and at work full-time. He will have to take about 25 pills a day for the rest of his life, but that hasn't fazed him, or discouraged him from returning to

work. Parsons is thankful to all those who made his return to normality possible, saying the care he received at SPH has given him a newfound appreciation for the

work of nurses and other hospital staff. "They're amazing people; they look after you and take care of you. But until now I had never thought about what they do and what they have to go through," said Parsons. "The experience really left me speechless."



STRATEGIC DIRECTION: ENGAGE AND DEVELOP OUR PEOPLE

Expanded Scope of Nursing Practice Coming to PHC

On April 9, 2009, amendments to the Nurse (Registered) and Nurse Practitioners Regulations were signed by the Minister of Health to better reflect the realities of nursing practice in British Columbia. The results of a recent province-wide survey of nurses and nursing leaders helped guide the amendments. The changes to the regulations authorize a greater scope of practice for nurses across Providence Health Care sites. Examples of enhanced scope of practice, that PHC may implement where appropriate, include: suturing, tuberculosis

screening, ordering diagnostic ultrasounds and X-rays and administering Schedule II medications and some Schedule I medications in urgent situations.

"These new expanded regulations will give registered nurses the opportunity to do what they do best every day, by allowing them to exercise their expertise and more independently care for their patients," said David Byres, Chief of Professional Practice and Nursing.

Last year, PHC began to implement this expanded

The changes to the regulations authorize a greater scope of practice for nurses across Providence Health Care sites.

scope with the introduction of independent nursing assessment and administration of Nicotine Replacement Therapy for the treatment of nicotine withdrawal. At that time, RNs were also able to independently manage the treatment of hypoxemia, using well-established PHC nursing care standards.

The College of Registered Nurses of BC (CRNBC) has set standards that will require additional education and/or training for many independent nursing activities that are now part of expanded practice. Before any of the outlined changes occur, they must be authorized at the Health Authority or agency level. The Office of Professional Practice and Nursing at PHC is currently reviewing the Regulations to determine a plan to introduce changes at all sites. For more information, visit CRNBC's website at www.crnbc.ca or contact Suzanne Nixon, Leader, HPA Regulations at SNixon@providencehealth.bc.ca.



**STRATEGIC DIRECTION:
FOSTER A CULTURE OF INNOVATION &
IMPROVEMENT**

Introducing Licensed Practical Nurses at Vancouver Community Dialysis Unit

On May 29, the Providence Health Care (PHC) Renal Program celebrated the achievements of seven Licensed Practical Nurses (LPNs) who successfully completed PHC's new LPN Hemodialysis Specialty Course. The course was developed in-house by PHC renal educators, in consultation with the Vancouver

Community Centre for Continuing Studies Health Programs, and is the first of its kind in BC. The 12-week program involved both classroom and clinical practice to provide LPNs with the knowledge and practical skills to work at full scope in the hemodialysis area. The development of the

specialty course and the integration of LPNs into the hemodialysis staffing mix is an example of the innovation and leadership at PHC. These will be the first LPNs to work in PHC's community dialysis units and the training allows them to have their own patient assignment at the dialysis unit, working alongside the RNs and renal technicians. Given the increasing province-wide RN vacancies, and the number of patients in the Community Dialysis Unit that are

appropriate for an LPN's scope of practice, this is a sustainable model of care for the future. Next steps include sharing the learnings, process and curriculum with other health authorities waiting with anticipation to begin the process in their own organizations. The Renal Program will also be planning ongoing LPN Hemodialysis Specialty Courses to extend the LPN role into other areas of the PHC Renal Community.

RESOURCEFUL ACTIONS

PHC Team Wins International Infection Prevention & Control Award

In the wake of the recent global H1N1 Influenza A (human swine flu) outbreak, Providence Health Care is especially pleased to announce that its Infection Prevention and Control Team (IPAC) has won the Oxoid Judges' Special Award for excellence in hospital infection prevention. It is the first time such an award has been bestowed upon an infection control team in North America. "The Oxoid Infection Control Team of the Year Awards are open to infection prevention and control teams worldwide," says Fiona Macrae, Oxoid awards manager. "We are delighted to make a Judges' Special Award to the infection control team at Providence Health Care for the work they have undertaken, not only reducing levels of hospital acquired infections, including Vancomycin Resistant

Enterococci (VRE), which does not commonly feature in awards entries, but also reducing infections in intravenous drug users and homeless persons in the local community." "It is a real honour to receive this award," said Dr. Marc Romney, PHC's Medical Director, IPAC. "The IPAC Team would like to share the Judges' Special Award with all PHC staff, physicians and leaders who have helped reduce our rates of hospital-acquired infections over the past five years."

At St. Paul's Hospital (PHC's flagship hospital), 15 per cent of patient admissions are attributable to injection drug use. This group has high prevalence rates of antibiotic-resistant organisms, including MRSA (Methicillin Resistant Staphylococcus aureus) and VRE. Providing IPAC services for those with substance abuse issues – as well as the remainder



IPAC Team from l to r: (back row) Wayne Gilbert, Craig Pienkowski, Stuart Gray, Azra Sharma, Luz Viernesa, Mary McNaughton, Dr. Mark Hull, Howard Green, (front row) Jim Curtin, Dr. Sylvie Champagne, Dr. Marc Romney, Dr. Jeremy Etherington.

of the population – has presented unique challenges for the IPAC Team as well as the hospital's other staff and physicians. "We've tackled these challenges by instituting a broad infection prevention and control program, based on best available evidence and using local data to support innovative practice," said Romney. Although

challenges and barriers remain, PHC's dedicated IPAC strategies are having positive impacts, as evidenced by decreases in hospital acquired infections and improvements in hand hygiene compliance. Members of PHC's IPAC Team attended an awards ceremony in Birmingham, England, on June 2, where they were presented with the award.

SITE TO SITE @ PHC



PHC has initiated a new process for ordering signage. To order room ID signage, simply fill in the form located on the Communications page on *PHC Connect*, under Services. Cornerstone Signage will contact the client within 48 hours of receipt of e-mail or fax of request form. If you are not contacted by Cornerstone after a 48-hour period, please call 604-320-0072 to follow up on the order confirmation. Please

note that orders will not be processed without a cost centre number and without approval from Site Leader or Administrative Department/ Program Head. A site check with signage requester may be required to confirm signage details.

Cornerstone will then provide a quote and time allotment with any additional details. An Adobe Acrobat PDF document proof of the requested signage will be emailed to the client by Cornerstone. PHC's Signage Committee, Physical Plant, Communications and/or Site Leader approval may be required before a custom order can proceed.

Join medical experts from Providence Health Care for



monthly community forums at St. Paul's Hospital. Each month features a different health topic and provides an opportunity to have your questions answered by some of the top experts in the field. The forums are free to the public and take place the third Wednesday of every month, in the New Lecture Theatre at SPH from 7:00 - 9:00 p.m.

The next forum is on July 15,

2009 and will focus on strokes, featuring Dr. Dean Johnston and Dr. Elliott Weiss. Learn the warning signs, risk factors and how to reduce them and what to do if you or a loved one experiences the symptoms of a stroke.

All PHC staff, physicians, researchers and volunteers are invited. Visit www.phcmedicine.ca to learn more and see future topics. To register, email your name and contact information to OwnYourHealth@providencehealth.bc.ca or call 604-806-8495. The departments of Medicine and Surgery, and the St. Paul's Hospital Foundation sponsor the forums.



Radiology Grad Class of 2009: (l to r) Lisa Blake, Dallas Robin, Tressa Rota, Cynthia Zotelo, Angela Sue and Jeannie Mok recently finished a one-year practicum in the St. Paul's Hospital Radiology Department.

WE WANT TO HEAR FROM YOU

Send in your stories, ideas, photos, announcements, thank-yous and events (to a maximum of 200 words please) to share with staff across **Providence Health Care.**

Your submission may be edited for length.

You can mail material to:

**Jennifer Laidlaw
Communications
4th floor, Hornby
Ph: 604 806-8350**

or email:

d*vine@providencehealth.bc.ca