Thank you for the great care you provide
A message from our President and CEO

As I reflect on 2015 and look forward to the year ahead, I would like to take this opportunity to thank you for the great care you provided either directly or through the support you gave to those that have the privilege to provide care. While we are a 24/7 operation, I hope you and those close to you had an opportunity to relax and enjoy the many opportunities that the holiday season presents.

In 2015, we focused our efforts on improving access, the quality and safety of the services we provide, and using our resources wisely to build for the future. As we move into 2016, our focus will not change. We know that by getting these foundational elements right, the quality of our care will continue to improve, while helping to ensure the sustainability of our health system.

You are part of an organization of over 11,000 staff and physicians who can, and do, make a difference in the lives of others every day. Each of us is accountable for the things that we can control, how we manage the resources that have been entrusted to us, and how we work to eliminate waste, add value, and, most importantly of all, prevent harm to the people we serve and to each of you.

Our goal of achieving zero harm to patients and staff will require the effort and contribution of each and every one of us, including the many patients and families that we serve. This goal will challenge all of us to think and work differently together. As we move into 2016 with renewed energy, I ask that you reflect, as I will be as well, on how you can contribute to this goal and our focus as an organization.

On behalf of the Senior Leadership Team, best wishes for a healthy, happy and prosperous New Year.

Keith Dewar,
President and CEO, RQHR

What’s inside

SaskBlood.ca
Pg. 2

Hand hygiene success
Pg. 2

RQHR Nurses giving back
Pg. 3
SaskBlood.ca
Transfusion information at your fingertips

The brainchild of one of RQHR’s teams has come to life. The Transfusion Safety service recognized there was no easy access to up-to-date, Saskatchewan-focused information on transfusion care. They wanted to change that.

“It’s easy to find information online, but the challenge is that much of it is American. The US blood system has definite differences from Canada. Additionally, other provinces may have different protocols for managing blood products. It’s important for our clinicians to have the most relevant provincial materials to use,” Dr. Donna Ledingham said.

SaskBlood.ca was developed in partnership with the Region, the Ministry of Health and the Saskatchewan Transfusion Medicine Working Group. The site went live December 15, 2015, and the group plans to build it into the single best resource for transfusion care in the province.

“As we work toward thinking and acting as one system, it’s important to have information readily available in one place,” said Paula Van Vliet, the Region’s Transfusion Safety Manager. “Prior to this, information was fragmented in a number of different places and regions. To get it, we had to depend on a number of different people. We were really struggling with this.”

“And, when we had clinical information that needed to be shared with our physicians, often we had no way of communicating that effectively or updating it quickly,” added Dr. Ledingham.

“We now have full control over the content. For us to have control, especially when making clinical practice guidelines, is so important,” Dr. Ledingham said. “These are the resources we know are good, they’ve been vetted. If there are significant changes, we can immediately update the website with the new information.”

The goal is to have it become a complete resource for all health professionals involved in the “vein-to-vein” transfusion process, particularly physicians, nurses and laboratory technologists. The site focuses on information from Saskatchewan and Canada, so it will also be a great resource for Saskatchewan patients and families who need more information on their care.

Visit www.saskblood.ca and send your suggestions/requests for useful resources to SouthSaskTransfusions@rqhealth.ca or call Paula van Vliet at 306-766-3109.

Congratulations Unit 4A
100% hand hygiene compliant

The results of a blind hand-hygiene audit on Pasqua’s Unit 4A are worth celebrating. Staff scored 100%.

Hand hygiene is important on 4A because staff realized they were not doing a good enough job ensuring patient safety as improper hand hygiene can cause harm to patients by exposing them to VRE. The unit is proud of what they have done, but feel that they can still do better. Ways they’ve improved hand hygiene:

1. Made staff aware of poor hand hygiene compliance;
2. Increased signage around the unit to make everyone more aware of hand hygiene;
3. Talked about hand hygiene in daily huddles and ensured everyone is on the same page;
4. Educated family members on hand hygiene; and
5. Improved communications and collaborations with other units and people coming to 4A. Everyone worked together to improve hand hygiene from Environmental Services, Portering, Food and Nutrition Services, and other allied health professionals.
Helping women and children outside the hospital

Nurses giving back

Regina Sask. Association of Neonatal Nurses (RESKANN) wanted to become involved in a community service project that benefitted women and children. We undertook two charity projects last month. The first ensured that every child at Sophia House, a women’s shelter, received a gift at Christmas. We put together gift bags that included winter clothing like mitts, hats, gloves, scarves and socks and an age appropriate present, such as a toy or books.

There were 22 children there over Christmas, ranging in age from six months to 11 years, and each received a gift hand delivered by one of our members, Cynthia Hughes, who initially brought this project to our attention.

The second was the idea of “necessity purses” for women in crisis. Members donated gently used or new purses and filled them with care items from scarves, gloves and hats, to hygiene products, snacks, water bottles and first aid supplies.

The idea was to provide women in a crisis situation, who leaves her home suddenly, with a care package to provide her with basic necessities until further help is available. We’ve decided to continue this program throughout the year.

After considering community agencies where we could donate the purses, we realized there was a need “closer to home.” So, we decided to donate the purses through our emergency departments where women in crisis are often cared for. We felt the nurses or social workers in the ER could identify and give the donations to women in need.

On December 22, 24 purses overflowing with donated items were delivered to the RGH ER department by RESKANN members, Kathy Baumgartner, Tamara Dickin and Moni Snell.

As neonatal nurses, we are proud of the care we provide for vulnerable women and children, and these projects have allowed us to give beyond the walls of the NICU.

Submitted by Moni Snell
A Canadian first in the RQHR
Making care accountable on unit 4A

The team gathers for a group shot. Photo credit: Medical Media Services.

Starting January 15, Pasqua Hospital’s Unit 4A is going to be the home of a Canadian first. This will be the site of the Accountable Care Unit (ACU) pilot project, whose philosophy is that when team members are better connected with one another, patients receive the safest, highest quality care possible. Unit 4A has already begun integrating elements of the Accountable Care model into their care over the past few months, and the ACU operational team has been working hard to prepare for the kick-off. It is a partnership, involving the efforts of the Medicine Service Line, Patient Flow and Allied Health and made possible via funding from the Ministry of Health. Some changes have already started taking place. Beginning January 15, 4A will transition to a pure hospitalist unit with interdisciplinary bedside rounds conducted on all patients on the unit. The 4A staff will continue trialing and adjusting other processes such as bedside shift handover and team huddles. Even though the 4A team has not yet implemented all the required elements of an ACU, they are seeing positive effects from the new way in which care is delivered and coordinated by the entire care team.

Formal research is also being conducted that will evaluate the effectiveness of this model of care. While measuring clinical outcome parameters, patient, staff and physician satisfaction will be assessed. Key financial metrics will also be tracked.

Positive early patient feedback has been received, and the interdisciplinary team members are excited to implement the remaining processes. Staff on 4A are actively involved in the development of the standard work, education, tools and checklists that will support improved information sharing and patient care.

A significant amount of work has taken place to help make this project possible. Everyone is looking forward to the launch and making 4A a place that provides exceptional care and is a great place to work and learn. During this pilot project, we will share monthly updates on the progress of the ACU on 4A. If you would like more information or have any questions, email patientflow@rqhealth.ca or visit the Accountable Care Unit website.

Upcoming events

Tobacco Reduction Month
January is Tobacco Reduction Month. If you need help quitting, visit the smokershelpline.ca or call 1 877-513-5333.

National Non-Smoking Week
Canadian Cancer Society
January 17 to 23, 2016

February Fitness Classes
Room still available in February fitness classes. Click here for details or visit lifestyles promotion on the intranet.

Presentation Tips
February 16
WRC Hotel Rooms 1-2-3
For more information, contact Suzanne Esch at 306-766-7265 or email suzanne.esch@rqhealth.ca. To register online, click here.