



2008

# The 2nd Annual Excellence in BC Healthcare Awards

JUNE 24, 2008 FAIRMONT HOTEL VANCOUVER



PRESENTED BY  
**HEABC**  
Health Employers  
Association of BC

# Welcome from HEABC's Board Chair and President & CEO



On behalf of the Health Employers Association of BC, we are delighted to welcome you to the 2<sup>nd</sup> Annual *Excellence in BC Healthcare Awards*. HEABC created this awards program to honour and reward excellence amongst our membership and highlight some of the good-news stories that happen each day in this province.

These awards celebrate success in BC healthcare and recognize the efforts of outstanding healthcare employees. They are an extraordinary opportunity to see first-hand many of the innovative and exciting initiatives taking place at our publicly funded health providers and to reward those who demonstrate a passion for excellence in healthcare.

This year, the categories have been expanded to recognize 11 Gold Apple and 12 Award of Merit recipients. Today's winners will inspire you with their creativity, dedication and commitment to the health and well-being of the people of British Columbia. We are pleased to offer our congratulations to all those being honoured and thank everyone who has supported this initiative, including our members, our sponsors and our judges.

Finally, we thank all of you for joining us here today to recognize these truly outstanding healthcare employees.

**Linda S. Petch**  
Board Chair

**R.M. Louise Simard**  
President & CEO

# Personal Message and Greetings from the Honourable George Abbott, Minister of Health

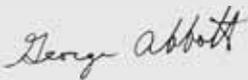
Excellence in healthcare requires a number of important elements, none more important than exceptional healthcare professionals to provide quality care and support to the people they serve.

The *Excellence in BC Healthcare Awards* recognize the exceptional professionals who provide British Columbians with equally exceptional healthcare. By introducing new ideas and methods, they have changed practices and uncovered best methods for a broad range of healthcare tasks. They have demonstrated how integrated approaches yield better outcomes for staff and patients. And they've championed and brought education and practice closer together within the healthcare field through innovative and collaborative partnerships.

They are characterized by the heart they put into their work and by going the extra mile to make a difference in healthcare. Their passion and dedication is evident in everything they do.

As the Minister of Health, I am delighted to thank not only the winners but all the nominees for the outstanding work they do – continually improving the quality of care within our healthcare system, continually bringing new excellence to the system.

Yours truly,



**George Abbott**  
Minister of Health

# Agenda

Master of Ceremonies: Dr. Art Hister

Welcome from Louise Simard, HEABC's President & CEO

Welcome from the Honourable George Abbott, Minister of Health

Welcome from Linda Petch, HEABC's Board Chair

Lunch Served

Award Presentation – Top Innovator - Affiliate

Award Presentation – Top Innovator - Health Authority

Award Presentation – Workplace Health Innovation

Award Presentation – Collaborative Solutions

Award Presentation – Academic Health

Dessert Served

Award Presentation – Healthcare Hero - Fraser Health

Award Presentation – Healthcare Hero - Interior Health

Award Presentation – Healthcare Hero - Provincial Health Services Authority

Award Presentation – Healthcare Hero - Northern Health

Award Presentation – Healthcare Hero - Vancouver Coastal Health

Award Presentation – Healthcare Hero - Vancouver Island Health Authority

Recognition of Award of Merit Recipients in All Categories

Presentation to BC Cancer Foundation

Closing Remarks

# Giving Back to BC's Healthcare Community

The purpose of the *Excellence in BC Healthcare Awards* is to highlight how healthcare providers give back to the people of British Columbia. In this spirit, each of our Gold Apple sponsors has contributed \$1,000 for donation to a BC-based healthcare charity in recognition of the efforts of our award winners.



## **BC Cancer Foundation**

Supporting research & care at BC Cancer Agency

The BC Cancer Foundation was selected as this year's recipient organization. We are very pleased to provide them with these funds on behalf of our award winners and participating sponsors.

## TOP INNOVATOR – AFFILIATE 2008 Gold Apple Winner

Organization/Facility: Delta View Habilitation Centre

Project/Initiative: 52 Behaviour Stabilization Unit

Team/Project Leader: Sandy Telford – Resident Care Coordinator

Location: Delta

Last year, 52 patients were transferred from four-bed wards at Riverview Hospital to single rooms at Delta View Habilitation Centre. Staff at Delta View set up teams that were each responsible for their own residents and care providers worked with patients one-on-one where possible (with a maximum of two-to-one), so that staffing was reduced from three staff per 20 residents at Riverview to one per 20 at Delta View. The reduced staff-to-patient ratio resulted in a more stable and less threatening experience for residents, reducing the incidence of spontaneous aggression by 20 per cent in the first month and achieving zero physical restraints on admission.

The team at Delta View believe that all behaviours have meaning and are due to unmet needs. By using this principle to create individualized action plans, they have improved both quality of life and quality of care for their patients. And because staff know their patients so well, they are able to anticipate residents' needs. This has resulted in a reduced noise level on the unit and a 50 per cent reduction in the use of Prescription Required as Needed (PRN) medication in the first six months. In addition, three clients previously requiring tube feeding are now eating normally and maintaining their weight, and eight lifelong smokers have quit.

Though staffing doubled at Delta View with the arrival of the 52 Behaviour Stabilization residents, staff illness and WCB incidence have remained the same. Sandy's leadership, mentoring and role modeling have fostered team camaraderie and improved staff's confidence in their ability to provide care.

Team members: Sandy Telford RN, Tessie Asterera RN, Edel Iguarada RN, Pat Hopkins RN, Paul Dasig RN, Joseph Ong RN, Marcus Andreatta RN, Dominic Tong RN and Suraj Bhundoo RN, as well as LPNs and 25 care aids.

## TOP INNOVATOR – AFFILIATE

# 2008 Award of Merit Recipients

Organization/Facility: Canadian Blood Services

Project/Initiative: “Partners for Life” Donor Recruitment Program

Team/Project Leader: Britt Andersen – Regional Manager, Donor Services

Location: Province-wide

Faced with a blood donor recruitment problem in downtown Vancouver, BC’s Donor Services team enlisted organizations to recruit their staff from within. The partnering organization sets up a champion who liaises with Canadian Blood Services recruiters to book groups of donors and run shuttles to blood donor clinics. After several years of growth, Partners for Life is now the number one recruitment tool for all of Canada. In BC, the 850 member organizations contribute 26 per cent of total blood collections. Membership has grown by more than 20 per cent annually and has expanded beyond traditional business to faith-based organizations, high schools, universities, sports teams and community groups.

Britt Andersen leads a team of 15 blood donor recruiters, a management team and more than 1,400 volunteers throughout the province.

Organization/Facility: Coast Foundation Society

Project/Initiative: Quality Work Initiative Kit (QWIK): Coast Community Homes

Team/Project Leader: Renay Bajkay – Director, Residential Services

Location: Metro Vancouver

The Quality Work Initiative Kit (QWIK) is a comprehensive system that ensures consistent, effective and individualized support for mentally ill clients living in Coast Mental Health’s 11 community residential homes. QWIK manages risk by ensuring that Coast Mental Health, VCH Community Care Facilities Licensing and Canadian Council of Health Services Accreditation standards are met or exceeded. It uses evidence-based practices and meets the changing needs of clients at all phases of the support continuum. Internally, QWIK supports development in the core competencies of psychosocial rehabilitation and gives staff the skills to support clients at all stages of injury and recovery. Outcomes are clearly stated and evidence-based indicators are available.

QWIK was developed through the inspiration of Renay Bajkay RPN, assisted by Emma Charmin, Karen Kendall, Tahir Nizami, Norah Wilsdon and Winnie Yung.

# TOP INNOVATOR – HEALTH AUTHORITY 2008 Gold Apple Winner

Organization/Facility: Pender Community Health Centre (Vancouver Coastal Health)

Project/Initiative: Hepatitis C Treatment Program

Team/Project Leader: Fiona Duncan – Clinical Director

Location: Vancouver

Injection drug users (IDUs) account for more than 50 per cent of existing Hepatitis C virus (HCV) infections and more than 75 per cent of new ones. Treatment for HCV infection takes six to 12 months and approximately 55 per cent of patients are cured. From 2000 to 2004, only a little over one per cent of IDUs in Vancouver’s Downtown Eastside received treatment.

The Eastside’s Pender Community Health Centre operates on a “one-stop shopping” model in which the treatment of addiction, HIV, HCV and other medical conditions are integrated into routine care. In 2005, a dedicated HCV program team was put in place to develop and evaluate a multidisciplinary program for the assessment, education and treatment of HCV infection among current and former IDUs.

The Pender HCV Team has demonstrated a considerable improvement in care and treatment for HCV infection in this neighbourhood. Of the 197 HCV infected illicit drug users referred to the program, 53 have initiated treatment. Among the 19 patients who have completed therapy to date, the response to treatment is 47 per cent, despite illicit drug use during treatment in 68 per cent of patients. The program’s multidisciplinary nature lets health professionals collaborate to improve patient care. The strong community relationships formed have led to greater community awareness about HCV infection and a significant increase in patient assessment and treatment uptake.

The Pender Community Health Centre HCV Treatment Program team:

Physicians: Dr. Fiona Duncan, Dr. Mark Viljoen, Dr. Milan Khara, Dr. Cass Smith

Nurses: Lesley Gallagher, Lian McKenzie, Natasha Suvorova, Jenn Quesnelle, Ken Vincent

Counsellors: Doug Elliot, Chris Nichol, Sony Baron

Researchers: Dr. Brian Conway, Dr. Jason Grebely, Michelle Storms, Elizabeth Knight, Mandy Basra

## TOP INNOVATOR – HEALTH AUTHORITY 2008 Award of Merit Recipients

Organization/Facility: Interior Health

Project/Initiative: Electronic Home Monitoring Pilot Project

Team/Project Leader: Jo Ann Lamb – Primary Health Care Lead & Site Manager,  
Kimberley Health Centre, East Kootenay Health Service

Location: East Kootenay Region

Jointly sponsored by BC NurseLine (BCNL) and Interior Health’s East Kootenay Chronic Disease Management Program, the Electronic Home Monitor (EHM) pilot project was implemented in 2006 to test the effectiveness of Honeywell HomMed Telemonitors for adults diagnosed with Congestive Heart Failure (CHF). Objectives were to increase clients’ disease management skills and confidence, increase capacity and efficiency and decrease use of acute care. Nurses had software that triaged patient data and indicated whether immediate intervention was required. Analysis found a 64 per cent reduction in visits to the ER and a 56 per cent reduction in hospital admissions. A business case is currently being prepared to expand the use of EHMs across the region.

Team members: Jo Ann Lamb RN, Tracy Tough (BC NurseLine), Laura Sherret RN, Catherine Blake RN, Robert Turnbull, Allan Sinclair and the IMIT department.

Organization/Facility: Interior Health

Project/Initiative: Interior Health Streaming Project – Kelowna General Hospital

Team/Project Leader: Sue Carpenter – Corporate Director, Emergency  
Department Services

Location: Kelowna

Patient streaming at Kelowna General Hospital’s (KGH) Emergency Department (ED) is modeled on a similar system at St. Joseph’s Hospital in Toronto. Within 90 seconds of arrival, ambulatory patients are identified by a triage nurse. These patients are led to a designated “streaming” area inside the ED, where they remain under nurse observation. Lab work is done in the area and diagnostic imaging gives priority to streaming patients. Patients use a stretcher only when a doctor or nurse provides one-on-one care in one of four designated streaming exam rooms. The project proposal was approved for BC Innovation Fund financing in spring 2007. Working collaboratively with physicians, ED staff and support services, the project team had the new system ready to test within a few months. Data show a significant improvement in patient and staff satisfaction and the timeliness of patient treatment. Most tellingly, many days the ED waiting room is almost empty.

Team members: Sue Carpenter MSN, Cindy Crane BSN, Simon Wong, Dr. Michael Ertel and Colleen Brayman

# WORKPLACE HEALTH INNOVATION

## 2008 Gold Apple Winner

Organization/Facility: Interior Health

Project/Initiative: Return to Work

Team/Project Leader: Jasvinder Heer – Return to Work Coordinator

Location: Thompson-Cariboo-Shuswap Region

Interior Health initiated this pilot project in 2007 to mitigate absences from work due to injury or illness. Previously, it took one to two weeks for employees to return to temporary modified duties after they were medically approved to do so. Since the Return to Work Program was implemented, employee absences have been reduced by an average of five days per incident, and medically cleared workers return to modified duties within 48 hours.

To do this, the Return to Work Coordinator position, filled by Jasvinder Heer, was created. Dedicated solely to WorkSafeBC claims, the coordinator plans, implements, monitors and evaluates the options available to develop modified or alternative work opportunities to meet employee health needs. The coordinator also streamlined communication and helped build collaborative relationships between employees, unions, managers and WorkSafeBC.

Employees are contacted as soon as possible after they are injured or fall ill. Managers identify alternative work immediately, and fellow employees and staff are kept informed of the injured employee's work capacity and support needs. The project has been so successful that two other geographic areas within Interior Health have adopted these disability management principles.

By continually coaching and mentoring, Jas has persuaded key individuals to improve the worksite for recuperating employees and helped managers and unions understand the importance of early job attachment. This project demonstrates that when employees feel valued, patient care and delivery are positively affected.

Jasvinder Heer has been working for Interior Health Workplace Health & Safety since 2002.

## WORKPLACE HEALTH INNOVATION

# 2008 Award of Merit Recipients

Organization/Facility: Vancouver Coastal Health

Project/Initiative: Safety Huddle Initiative

Team/Project Leader: Jim Pawson – Regional Project Manager

Location: Metro Vancouver

Safety Huddles were introduced to increase safety awareness among front-line staff. Originally started in acute care medical units, these brief meetings incorporate safety issues into daily or weekly routines. Safety Huddles allow for sharing of concerns with a view towards prevention, early identification of systems errors and use of local experts to resolve issues. By promoting this project, Vancouver Coastal Health models best practice values. They have been highly successful in raising the awareness of safety within the organization and many positive system changes have come about as a result. In addition, they have had a significant positive impact on relations among team members.

Team members: Jim Pawson, Linda Dempster, Liz Bloomfield, Catherine Kidd and Jay Trethewey.

Organization/Facility: Vancouver Coastal Health

Project/Initiative: Shorncliffe Residential Care Team

Team/Project Leader: Mona Groves – Manager, Residential Care & Healthcare Services

Location: Sechelt

Shorncliffe is a stand-alone, 60-bed residential care facility in Sechelt. The Residential Care Team project looked at how to reduce injury rate, reduce aggressive and challenging behaviour of residents and promote awareness of workplace health among staff. It also explored ways to improve quality of care and quality of life and reduce situations that residents found stressful. A new philosophy of care was developed, resulting in a change from a task-focused care approach to a resident-focused care model. Positive results include a reduction in WCB musculoskeletal injuries from 42 per cent of regular care aide staff in May 2005 to 16 per cent in March 2008, as well as a reduction in aggressive incidents from 14 in 2005 to four in 2007. Staff say the changes are working, and residents are calmer and enjoy the homier atmosphere.

Team members: Mona Groves, Chris Guwick and Presita Cariagawas, assisted by a team of registered and practical nurses, LTC aides, a dietitian, a geriatric nurse advisor, an occupational health & safety advisor, an occupational therapist, an MSIP advisor, an activity worker and a rehabilitation assistant.

## COLLABORATIVE SOLUTIONS 2008 Gold Apple Winner

Organization/Facility: Interior Health

Project/Initiative: Outreach Urban Health

Team/Project Leader: Andrew Hughes – Coordinator, Outreach Urban Health

Location: Kelowna

Outreach Urban Health serves the growing number of people who live on the streets of downtown Kelowna. Client-centred care is delivered from a storefront base, with daily outreach walkabouts by street nurses. The direct care team includes public health street nurses, mental health and addictions workers, home and community care, social workers, physicians and on-site pharmacy services. More than 20 community service organizations and agencies are linked with Outreach Urban Health to supply immediate care that helps the program's 1,400 clients take an active role in their own physical and social health.

Outreach's four key collaborative projects include active inter-agency case-management of individuals, involvement with enforcement and business agencies, participation in community initiatives to address homelessness, and the creation of an innovative new telepharmacy initiative to bring remote dispensing pharmacy services to street clients for the first time in Canada.

Results are impressive. In the past year, visits to Kelowna General Hospital by Outreach clients have dropped considerably, a successful immunization program staved off a potential pneumonia epidemic and 123 clients have left street life entirely. By engaging business, enforcement and service agencies in solutions to issues around street-entrenched people, Outreach Urban Health has contributed to the quality of life of the heart of the city, and planning is underway for similar programs in Vernon and Penticton.

Andrew Hughes has been Coordinator for Outreach Urban Health since 2006. He is supported by a team of three health service directors (public health, mental health addictions, and drugs and community care), as well as five front-line managers and one operational manager.

## COLLABORATIVE SOLUTIONS

# 2008 Award of Merit Recipients

Organization/Facility: Vancouver Coastal Health

Project/Initiative: Preventing Infections with On-line Education

Team/Project Leader: Elizabeth Bryce – Regional Medical Director, Infection Control

Location: Metro Vancouver

This team developed an on-line module to ensure consistent infection control training across disciplines and regions. The module teaches the foundations of infection control – including hand hygiene, safe sharps management, waste disposal, isolation precautions and selection and wear of personal protective equipment – that can be accessed on the Internet and the regions’ intranets. The module is currently offered at Vancouver Coastal Health and Children’s and Women’s Hospital and is shared with Fraser Health. Ultimately, it will be offered free throughout BC. The team includes infection control, occupational health and education experts. By harnessing the expertise and content knowledge across regions, disciplines and agencies, they developed a truly representative and consistent approach to infection control training. Both patient safety and healthcare worker safety are emphasized equally.

Team members: Dr. Elizabeth Bryce (VCH), Peter Choi (VCH), Bruce Gamage (PHSA), Kendall Ho (VCH), Chun-Yip Hon (VCH), Catherine Kidd, (VCH), Margaret Landstrom (PHSA), Carrie Spencer (VCH) and Annalee Yassi (VCH).

Organization/Facility: Interior Health/BC Ambulance Service/BC Bedline

Project/Initiative: Life, Limb, Threatened Organ Project

Team/Project Leader: Kelly Murphy – Corporate Director, Medical Administration

Location: Interior Health Region

Interior Health has a population of 700,000 and covers a rugged region of 216,000 square kilometers. In 2005, incidents due to delays in the ability to transfer critically ill or injured patients were identified as a significant regional issue. Hospitals appeared to be working in silos, rural physicians needed specialist support and there was no 24/7 process in place to solve overcapacity issues. After a previous attempt to address the problem was unsuccessful, the Life, Limb, Threatened Organ (LLTO) Protocol was implemented in 2007. An LLTO patient is defined as “any patient requiring STAT or Emergent Transport started within two hours for critical treatment not available in the facility.” Four groups—Interior Health, physicians, BC Ambulance and BC Bedline – were brought together to establish a better system. As a result, Interior Health can now ensure that critically ill patients from remote areas get the care they require.

Project leaders: Kelly Murphy (Interior Health), Brent Hobbs (Interior Health), Randy L’Heureux (BC Ambulance Service) and Glen Flett (BC Bedline).

## ACADEMIC HEALTH 2008 Gold Apple Winner

Organization/Facility: Vancouver Coastal Health

Project/Initiative: The Educator Pathway Project

Team/Project Leader: Pat Semeniuk – Director of Learning & Career Development

Location: Vancouver

The Educator Pathway Project is a unique, made in British Columbia approach to enhancing the quality, quantity and retention of nurses and educators to the year 2015. Recognizing the important role education and mentorship plays in nursing, the project is a collaboration by Vancouver Coastal Health, Fraser Health, the University of British Columbia, the University of Victoria and the BC Nurses' Bargaining Association.

The first of its kind, the project aims to enhance the quality, quantity and retention of nurses and educators. It supports and develops nursing educational competencies through a multi-faceted, four-level curriculum and offers preceptorship and mentorship education to give newer nurses the opportunity to learn from their more experienced colleagues, who are given paid time away from work to share their expertise. Participants can also receive tuition support and study time for a two-year Master's in nursing program at UVic or UBC.

Considerable attention has been paid to creating a program evaluation framework that employs quantitative and qualitative methods to capture data at the levels demanded by this complex and multifaceted project. The evaluation framework is continually being refined in keeping with the goals of innovation, high output and sustainability. Since May 2007, 156 nurses have attended the educational workshops and 16 have entered one of the two-year Master's programs.

Team members: Pat Semeniuk, Linda Frost, Michael Davis (Vancouver Coastal Health), Cora McRae (Fraser Health), Dr. Maura MacPhee and Marion Clausson from UBC's School of Nursing, Patricia Weir (BCNU) and Dr. Jane Milliken, Dr. Carol MacDonald and Dr. Lynne Young from UVic's School of Nursing

## ACADEMIC HEALTH

# 2008 Award of Merit Recipients

Organization/Facility: BC Children's Hospital  
(Provincial Health Services Authority)

Project/Initiative: Office of Pediatric Surgical Evaluation & Innovation (OPSEI)

Team/Project Leader: Damian Duffy – Managing Director, OPSEI

Location: Vancouver

The Office of Pediatric Surgical Evaluation & Innovation (OPSEI) is a summer education program for UBC and out-of-province students that fosters academic development and research enthusiasm. It provides mentorship opportunities to teach students the interpersonal skills needed by successful physicians and scientists. OPSEI's efforts have resulted in significant achievements in medical education, research and in the humanizing of medicine. Under Damian's leadership, OPSEI was directly responsible for the development of the summer studentship program, as well as the establishment of the ambulatory teaching program in the Department of Medicine. The students in the summer program have achieved accolades at the Western Society of Pediatric Research.

Damian Duffy is the executive director of the Pediatric Surgical Chiefs of Canada and the managing director of the Office of Pediatric Surgical Evaluation & Innovation at BC Children's Hospital and the University of BC.

Organization/Facility: Menno Home and Menno Hospital

Project/Initiative: Program Budgeting and Marginal Analysis (PBMA)

Team/Project Leader: Robert V. Turnbull – Chief Operating Officer,  
Menno Home/Menno Hospital

Location: Abbotsford

Menno Home and Menno Hospital, owned and operated by the Mennonite Benevolent Society in Abbotsford, became the first long-term care facilities in the world to implement Program Budgeting and Marginal Analysis (PBMA). PBMA is a methodology advanced by Dr. Craig Mitton, assistant professor in health and social development at UBC. This program helps decision-makers reallocate funding within existing budgets from areas that offer the least benefit to areas that offer the greatest benefit. With Craig's assistance, Robert led a team of more than 30 members, including managers, directors and staff through this process from the fall of 2007 through January of 2008.

Team members: Dr. Robert V. Turnbull, directors and managers from every area of service at Menno Home and Menno Hospital, key clinical staff and bargaining unit representatives, Dr. Craig Mitton and UBC Ph.D. candidate François Dionne.

## HEALTHCARE HERO AWARDS 2008 Gold Apple Winners

Hero: Jeff Vineyard – Chef II, Mission Memorial Hospital

Organization: Fraser Health

Location: Mission

Jeff Vineyard is proof that the smallest things in life can make the biggest difference. As part of the cooking staff at Mission Memorial Hospital, Jeff has prepared meals for up to 120 patients a day for the past two years. Part of his role is to serve dinner to approximately a dozen palliative care patients at the Christine Morrison hospice each evening. Jeff always goes the extra mile to connect with the residents on a personal level, going out of his way to get to know them and listen to their likes and dislikes.

Within the resources available to him, Jeff makes special meals for these terminal patients. If medications or ailments make eating difficult, Jeff will make meals hotter or colder if necessary, and will even whip up a smoothie if clients have trouble swallowing. He has been seen holding the hand of a dying patient and even getting down on his knees to hear a whispered request. He takes a moment to chat with the families and provide support and a smile for them during very difficult times, and more than a few heartfelt letters have been received from those who have had a loved one cared for in the hospice, praising Jeff for his service, caring and compassion.

Hero: Marie Madeira – RN (Oncology), Penticton General Hospital

Organization: Interior Health

Location: Penticton

If you were fighting cancer, you'd want Marie Madeira in your corner. Marie is a registered nurse in the Oncology department at Penticton General Hospital.

Marie is relied upon by her fellow nurses for assistance, advice and the homemade cakes she brings for birthdays. When patients have questions it's Marie they turn to. Not only is she the most experienced nurse on the ward, her professional, empathetic approach helps chemotherapy clients feel safe discussing topics that many find uncomfortable.

An unwavering source of support for patients' families and friends as well as the patients themselves, Marie is always there to offer a hug and a sympathetic ear. When treatment does not succeed, Marie stands side-by-side at the funeral service with the patient's loved ones. In fact, Marie has touched the lives of so many that the hospital has a special phone protocol just to deal with the many people who call to ask questions, discuss treatment or just say thank you.

## HEALTHCARE HERO AWARDS 2008 Gold Apple Winners

Hero: George Deagle – Physician, Wrinch Memorial Hospital

Organization: Northern Health

Location: Hazelton

Dr. George Deagle proves that some physicians still make house calls. At Wrinch Memorial Hospital in Hazelton, just north of Smithers, George is one of a team of doctors delivering healthcare to rural and First Nations communities. When residents are unable to travel to the hospital, George will bring his services to them, visiting patients at their homes or in the clinics of Gitsegukla, Gitwangak and Gitanyow.

His flexibility and ability to adapt to unexpected situations makes him an ideal fit for the community. In 2007, a pregnant woman came to one of the village clinics for a routine checkup. George and his assistant ended up delivering her baby using nothing but a paper gown, a wool blanket and a kidney basin. He holds meetings to educate the public on cancer prevention and to help teens understand the dangers of smoking. He also does his best to address some of the larger issues facing his First Nations patients, and is part of a team working to address the community's high suicide rate.

Hero: Lee Chernoff – Youth & Family Counsellor, BC Children's Hospital

Organization: Provincial Health Services Authority

Location: Vancouver

The friendship bracelets and drawings Lee Chernoff's young patients have made for him are proof of the special bond this counsellor creates as he guides the process of healing and recovery. At BC Children's Hospital, Lee works with children who suffer from developmental disorders, aggressive behaviour, injury impairment or lack of social skills.

A caring and skilled clinician, Lee creates structured situations in which children feel safe taking risks and confronting their problems. He builds special relationships with his patients to help them learn about themselves and develop self-esteem, self-determination and hope along the way. Lee's individualized treatment plans give his young patients the tools they need to find new ways to communicate and connect with others, fostering the development of sustained and life-long change.

Lee successfully advocated for professional recognition and clinical development of youth and family counsellors in BC. As their elected delegate, he increased awareness of the role of youth and family counsellors in psychiatric care and was instrumental in their reclassification as paramedical professionals throughout the province.

## HEALTHCARE HERO AWARDS 2008 Gold Apple Winners

Hero: Sharon Smith – Senior Secretary UBC Hospital

Organization: Vancouver Coastal Health

Location: Vancouver

Sharon Smith is senior secretary in the Maintenance Department at UBC Hospital; for the past 21 years, she's also taught lunchtime fitness classes to hospital staff.

Sharon took a fitness instructor course in the mid-eighties to help deal with a bad back. Finding her lumbar issues much improved, she decided to share her newfound passion by offering lunch-time cardio sessions, which have since evolved to focus on stretching and core strength. Open to all staff at any fitness level, Sharon's classes are comfortable and non-intimidating. She believes participants should listen to their bodies; if people are unable to do a certain move, Sharon provides options and gives tips to avoid injury and ensure proper alignment.

Those who take Sharon's classes report increased energy levels and fewer sick days. Thanks to Sharon, UBC Hospital can boast a healthier, happier workforce.

Hero: Alice Gelpke – Director of Medicine, South Island & Central Coast

Organization: Vancouver Island Health Authority

Location: Vancouver Island

Thanks in large part to Dr. Alice Gelpke, patients at Victoria General, Royal Jubilee and Nanaimo Regional General hospitals are getting the treatments they need earlier and – where possible – outside of the emergency room.

As Director of Medicine, Alice oversees ambulatory and inpatient medicine programs in the south and central coast regions of Vancouver Island. Under her leadership, the medicine program launched a collaborative practice model to enhance patient care and improve efficiency. A new "Hurry Up Beds" program, modeled after a similar one at St. Paul's, was implemented to move patients out of the ER and into in-patient beds if necessary. Patient flow was also improved through the implementation of an Advanced Access and Discharge unit.

Alice also spearheaded a new education program that allows more frontline staff to care for patients with the latest information on wound care, delirium, falls and other specialized health issues. Her exemplary leadership has resulted in improved patient safety, satisfaction and treatment outcomes, as well as decreased staff turnover and increased staff morale.

## HEALTHCARE HERO AWARDS

# 2008 Award of Merit Recipients

Hero: Joanne Paul – Social Program Officer, Community Mental Health, Mission Mental Health

Organization: Fraser Health

Location: Mission

As the first part-time case manager for Aboriginal Services in Mission, Joanne Paul has been instrumental in mobilizing the Aboriginal Services in the Fraser Valley. She helps foster teamwork and sets up annual education sessions. In addition to making a well-publicized video about mental health and First Nations people, Joanne accesses resources for clients who are often overlooked and spends extra time with each individual to ensure that her clients receive the Cadillac of services. She has a serious disability which hampers her own health considerably, yet her energy is unbounded when she takes on a cause for her clients. She is a very dedicated employee, a perfectionist and challenges the status quo with a passion for service excellence. Her dedication to aboriginal mental health is admired and recognized by many of the Fraser Valley's local aboriginal service agencies and leaders.

Hero: Bill Kirkland – Manager, Laundry Services

Organization: Interior Health

Location: Vernon

Bill Kirkland's work is a beacon in the world of dirty laundry. Four years ago, Interior Health was considering contracting out laundry services. Bill was determined to match or better what private laundry could offer – and save the in-house services and jobs. He realized that real efficiencies could only come by changing what goes into the washing machine. As the person responsible for consolidating linen purchase throughout Interior Health, he started to bring in no-fold materials: knitted bedspreads and knitted jersey sheets and pillowcases.

He worked with his suppliers to redesign the soft-weave linens specific to hospital and residential care needs. These new linens go into the washing machine, into the dryer, into a sack, up to the unit and onto a cart (which Bill is in the process of redesigning) with no need for folding or pressing. Bill also brought in wipeable, disposable pillows to replace the lumpy washable ones, and designed no-fold hospital gowns with easy closing tabs and better backside coverage.

Laundry staff are pleased and so are the nurses, care aides and housekeeping staff that change the bedding. Best of all, the new fabric breathes better and is easier on patients' skin than traditional hospital linens.



# Thank You to Our Judges

Thank you to our judges who volunteered their time to help select the winners for this year's awards. With 126 excellent nominations, it was not an easy task. We are very grateful for their support and contributions.

## FIRST ROW (FROM LEFT)

### **Rick Roger**

Former CEO  
*Vancouver Island Health Authority*

### **Roberta Ellis**

Vice President, Policy, Investigations  
& Review  
*WorkSafeBC*

### **Susan Duncan**

Dean, School of Nursing  
*Thompson Rivers University*

### **Arlene Ward**

President  
*Genesis Rehabilitation Ltd.*

### **Tazeem Nathoo**

Senior Consultant & Coach  
*Western Management Consulting*

### **Kazuko Komatsu, OBC**

President & CEO  
*Pacific Western Brewing Co.*

## SECOND ROW

### **BJ Gdanski**

Business Manager  
*BC Academic Health Council*

### **Pat Bawtinheimer**

Dean, Health Sciences Programs  
*Vancouver Community College*

### **Darrell Burnham (Judging host)**

Vice-Chair  
*Health Employers Association of BC*

### **Jim Fair**

Former CEO  
*Simon Fraser Health Region*

### **Jaime Guzman**

Chief Scientific & Medical Officer  
*Occupational Health & Safety Agency for  
Healthcare in BC*

## THIRD ROW

### **David Snadden**

Vice Provost, Medicine & Associate Dean,  
Northern Medicine Program  
*University of Northern BC*

### **Lorne Rieder**

Chief Executive Officer  
*Community Social Services Employers'  
Association*

### **Robert Wilson**

Chief Executive Officer  
*Wilson Banwell-Human Solutions*

### **John Winter**

President & CEO  
*BC Chamber of Commerce*

### **Kathy Kinloch**

Dean, School of Health Sciences  
*BCIT*

### **Janet Austin**

Chief Executive Officer  
*YWCA Vancouver*

### **Doug Alley**

Vice President, Human Resources  
*Business Council of BC*

### **Aslam Anis**

Director, Health Administration Program  
*University of British Columbia*

### **Don Prior**

Managing Partner  
*The Caldwell Partners*

### **Not Pictured:**

### **Jane Darville**

Vice-President  
*Corpus Sanchez International*

# About HEABC

The Health Employers Association of BC (HEABC) represents a diverse group of more than 300 publicly funded healthcare employers. This includes denominational, proprietary and non-profit affiliate organizations, as well as the province's six health authorities. Our members range in size from organizations with less than 25 employees to large, regional health authorities with thousands of employees.

## HEABC – BOARD OF DIRECTORS

**Linda Petch** – Board Chair  
*Vancouver Island Health Authority Representative*

**Gordon Barefoot**  
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**Betsy Gibbons**  
*Provincial Health Services Authority Representative*

**Andrew Smith** - HEABC Honourary Secretary-Treasurer  
*Vancouver Coastal Health*

**Darrell Burnham** – Vice - Chair  
*Affiliate Care Provider Representative*

**Sandra Heath**  
*Denominational Care Provider Representative*

**Al Jina**  
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**Chris Trumpy**  
*Government Representative*

# Special Thank You

We would like to thank the following organizations for their contributions toward making these awards possible.



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