

2013



The 7th annual Excellence in BC Health Care Awards

JUNE 24, 2013 PAN PACIFIC HOTEL, VANCOUVER

EXCELLENCE IN
BC HEALTH CARE AWARDS



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's Board of Directors and staff, we are pleased to welcome you to the 7th annual *Excellence in BC Health Care Awards* luncheon. This awards program honours and rewards excellence and innovation within our member organizations. It is an opportunity to showcase BC health care success stories and acknowledge the inspiring people responsible for those successes.

Every day, dedicated employees in a wide variety of roles go above and beyond to provide outstanding health services to the people of British Columbia. Today's awards ceremony is a rare opportunity to acknowledge some of these standout employees and to share a few of the projects that are making a positive impact on patient care.

Congratulations to everyone being recognized today and thank you to those who have supported this initiative including HEABC members, the awards sponsors (see back cover) and our distinguished judging panel (see page 16). We would also like to thank you for joining us today in helping to recognize and congratulate this year's winners.



Betsy Gibbons
Board Chair



Michael Marchbank
President & CEO

Agenda

Master of Ceremonies: Dr. Joti Samra, R. Psych.

Welcome from Michael Marchbank, HEABC's President & CEO

Welcome from Betsy Gibbons, HEABC's Board Chair

Lunch Served

Award presentations – Awards of Merit & Gold Apple winners

- Top Innovation - Affiliate
- Top Innovation - Health Authority
- Workplace Health Innovation
- Collaborative Solutions

Dessert Served

Award presentations – Gold Apple winners

- Health Care Hero - Affiliate
- Health Care Hero - Fraser Health
- Health Care Hero - Interior Health
- Health Care Hero - Northern Health
- Health Care Hero - Provincial Health Services Authority
- Health Care Hero - Vancouver Island Health Authority
- Provincial Health Care Hero

Presentation to the Deaf Children's Society of BC

Closing remarks

Giving Back to BC's Health Care Community

The *Excellence in BC Health Care Awards* highlight how health care employees give back to the people of British Columbia. In this spirit, each Gold Apple sponsor has contributed \$1,000 for donation to a BC-based health care charity in recognition of the efforts of our award winners.

The Deaf Children's Society of BC is an HEABC member organization that provides resources, programs, support and information to families with deaf and hard of hearing children from birth to age five.

TOP INNOVATION – AFFILIATE Gold Apple Winner

Organization: Canadian Mental Health Association, BC Division

Project: For My Health!

Project Leader: Lynn Spence – Provincial Programs Director &
Associate Executive Director

Team Members: Sarah Hamid Balma, Bev Gutray, Michelle Prostack,
Jennifer Quan, Joyce Resin (ImpactBC), Margaret Tebbutt,
Katherine Warrendorf (ImpactBC)

For My Health! is an initiative of the BC division of the Canadian Mental Health Association and ImpactBC – a non-profit organization that supports patients, providers and decision makers who are working towards health care improvement. It is a new and innovative approach to health promotion that focuses on the early identification and prevention of mental health problems and lifestyle-related chronic conditions.

For My Health! is a fun, interactive workplace health event that integrates physical and mental health screening with education. Participants learn about their health and how to improve it by cycling through several health screening stations covering issues from blood pressure, mood, waist girth, stress and resilience, to cholesterol, anxiety and glucose. To address sensitivities around screening for mental health in the workplace, the project team developed a web-based assessment questionnaire distributed to participants on iPads. After completing the screening stations, participants meet one-on-one with a coach to review results and set a health improvement goal.

For My Health! was piloted at three industrial worksites, leading to success in engaging men, a population that is traditionally known to underutilize preventative health care services. In participant surveys, the overall satisfaction with the program was 92 per cent and nearly all respondents said they would recommend it to a friend. Participants also indicated that the program helped to increase their health awareness and supported them to set health improvement goals that they felt confident they could achieve.

TOP INNOVATION – AFFILIATE Award of Merit Recipient

Organization: Beacon Community Services

Project: Joint Occupational Health & Safety Committee

Project Leader: Gypsy Siegner – Claims Management Supervisor

Team Members: Silke Allard, Dawn Badiuk, Andrea Birtwistle, Parris Champoise, Amena Cleveland, Carolyn Cutt, Hayley Davis, Jackie Downs, Samantha Gemmell, Lesley Griffith, Wendy Hammell, Anna Hudson, Margaret Kun, Leigh-Anne Lowe, David MacDonald, Carol Meyer, Carin Plischke, Judy Ryan, Nicole Skoreyko, Denise Smith, Julie Thacker, Sarah Van Camp, Rebekah Welsh, Ty-Leigh Whitely, Teen Williams, Jody Yurkowsky

Beacon Community Services is a community-based, not-for-profit, social, employment, health, recreational, housing and volunteer services agency, offering a wide range of programs and services to thousands of clients in greater Victoria and Salt Spring Island. Through its Joint Occupational Health and Safety Committee, Beacon Community Services has brought safety to the forefront of everyday work. By improving policies and education, continually messaging about staff safety and finding solutions to unsafe and unhealthy situations, safety has become ingrained in its workplace culture.

The results of the Committee's efforts are impressive. In a 2009 survey, 69 per cent of staff felt that their work environment was safe; in 2012, 90.9 per cent of staff felt that their work environment was safe. There has also been a significant reduction in the time lost for workers suffering from a workplace related injury through the Return to Work program. The number of days lost to workplace injuries has decreased from 4840 days in 2011 to 3550 in 2012; a reduction of over 25 per cent.

TOP INNOVATION – HEALTH AUTHORITY

Gold Apple Winner

Organization: Fraser Health

Project: Psychosis Treatment Optimization Team (PTOP)

Project Leader: Terry Steinke – Program Coordinator

Team Members: Dr. Natasha Afzal, Jaafar Aghajanian, Dr. Mansoor Anwar, Dr. Tony Benning, Julie Bilodeau, Linda Bjornson, Melanie Eaton, Susan Fedewa, Dr. Nigel Fisher, Lori Greenidge, Natalie Heinrich, Dr. Ijaz Hussain, Dr. Terry Ismura, Loretta Kane, Tracie Lake, Dr. Peter Lam, Dr. Jerome Lee, Dillys Leung, Andy Libbiter, Dr. Nizaar Lilla, Helen Lochbaum, Jane Mackenzie, Judith Macrae, Sarah Macrae, Darlene Million, Ashley Moran, Iain Nicol, Marie Nightingale, Ryan Quee, Katayoon Riwazi, Enrique Rodriguez, Pam Sargeant, Dr. Rafay Sherazi, Dr. Debbie Thompson, Dr. Paul Waraich, Simon Wong, Dr. John Wu, Sylvia Yee, Zoreh Yaghoub Zadeh

It's estimated that schizophrenia affects one per cent of Fraser Health's population – more than 15,000 people. Around one-third of these patients will not respond well to traditional therapies and will be diagnosed with treatment-resistant psychosis.

The Psychosis Treatment Optimization Program (PTOP) is a community program with a Central Regional Psychosis Clinic located at Royal Columbian Hospital and three mobile community treatment teams in Surrey, Maple Ridge and Mission. This program assesses and treats patients with treatment-resistant psychosis to reduce their admissions to hospitals and improve their quality of life.

The program teams provide a wrap-around model of care that improves access to assessment and follow-up, supporting patients, caregivers and clinicians. The teams provide optimized treatment which includes possible anti-psychotic medication, complex patient assessments, peer-to-peer knowledge exchange and training, and ongoing patient monitoring and reporting. Crucial to the success of PTOPTOP is a highly skilled and dedicated multi-disciplinary team that works collaboratively to develop and implement a regional program within a very short span of time.

The program has supported over 320 clients and has had a positive impact on patient's health outcomes and quality of life, as well as on the health care system. Patients in the program pilot were less likely to utilize emergency and acute services reducing emergency department visits by 91 per cent; acute admissions by 76 per cent and total days in hospital by 80 per cent. This patient-centered model of care also improves health outcomes and ultimately, quality of life, while also increasing collaboration between mental health centres and family physicians.

TOP INNOVATION – HEALTH AUTHORITY

Award of Merit Recipients

Organization: BC Children’s & Women’s Hospitals (Provincial Health Services Authority)

Project: Children’s & Women’s Hospital Site Redevelopment Project
- Integrated Facility Design

Project Leader: Jie (Jane) Sun – Director, imPROVE Innovation

Team Members: Patti Byron, Vicky Crompton, Julie De Salaberry, Ruth Dueckman, Susan Greig, Susan Heathcote, Nancy Kotani, Eleanor Lee, Deborah McFadden, Linda Morris, Lori Nelson, Bernice Oxley, Becky Palmer, Roanne Preston, Eleanor Reimer, Marg Seppelt, Ash Singhal, Peter Skippen, Alan Talbot

The Provincial Health Services Authority (PHSA) is embarking on a \$682-million project to redevelop BC Children’s and BC Women’s Hospitals. Through its imPROVE program, PHSA has been using lean strategies to remove waste from care and services and it applied these principles to the design process for the new hospitals. Consultation with staff from all disciplines determined the most efficient way to provide care. Then, using a 140,000 square foot warehouse and eight-foot tall cardboard walls, full-size mock-ups of each floor for the new Acute Care Centre were created. The team then moved the walls and reoriented the floor plan until they had produced the best design to meet patient, family and service needs and make the patient care experience as seamless as possible. This new design will decrease unnecessary admissions, length of stay, infection and readmission rates, defect and adverse event rates, reduce non-value added time for the patients, nurses and doctors, and reduce duplication and waste while increasing the number of people that are seen within the same resource base.

Organization: Northern Health

Project: Men’s Health Program

Project Leader: Brandon Grant – Men’s Health Coordinator

Team Members: Dr. David Bowering, Jim Coyne, Rosemary Dolman, Jonathon Dyck, Dayna Hegel, Jessica Quinn, Steve Raper

Faced with statistics showing poorer health outcomes for northern men when compared to the rest of the province, Northern Health created the Men’s Health Program. With an ultimate goal to improve the health status, quality of life and life expectancy for men in the region, the program takes a user-friendly, humorous approach to encourage men in the region to monitor their health and increase use of preventative health services. Innovative resources were developed including the MANual - a Men’s Health Survival Guide. Community-based screening events were held across the region, resulting in more than 2,000 men being checked for high blood sugar, blood pressure and cholesterol. As one of the few programs devoted strictly to men’s health in Canada, it has generated a lot of attention. In December 2012, Chief Medical Health Officer Dr. David Bowering and program coordinator Brandon Grant gave a presentation about the program at the International Public Health Conference in Colombo, Sri Lanka.

WORKPLACE HEALTH INNOVATION

Gold Apple Winner

Organization: The Fair Haven United Church Homes

Project: Building a Safety Culture – Violence Prevention Program

Project Leader: Susanna Yu – Clinical Nurse Manager

Team Members: Mickey Bigelow, Jennifer Tasker

The Fair Haven United Church Homes provides complex care to 200 residents at two sites in Vancouver and Burnaby. A few years ago, Fair Haven was experiencing a higher than average number of injury claims – many due to violence against staff. Many staff felt that injuries were just part of the job, but the Occupational Health Committee knew that mindset had to change and initiated the Building a Safety Culture - Violence Prevention program to bring safety to the forefront at Fair Haven.

Their approach was multi-faceted and as the project suggests, implemented one step at a time. In the area of violence prevention, the committee took steps to identify and eliminate or reduce all incidents and types of workplace violence. It created policies and procedures to protect employees, volunteers, student residents and visitors from aggression/violence. It also focused on education and training in the assessment, prevention and management of workplace violence and aggression.

The work of this team has paid off. In the past two years, there has been a 76 per cent reduction in injury claims and a 62 per cent reduction in costs. And the number of aggressive behavior incidents reported has increased significantly, not because there is more violence, but because staff are now reporting it, having come to recognize that violence is not just part of the job.

WORKPLACE HEALTH INNOVATION

Award of Merit Recipients

Organization: Tabor Village

Project: Quality of Worklife Program

Project Leaders: Amy Bring – Human Resources Manager

Team Members: Roland Balzer, Hildegard Bandsmer, Harry Brandt, Inga Denter, Susanne Fehr, Joanne Jasiencyk, Dan Levitt, Joanna Martin, Cheryl McCutchen, Jackie Reiners, Ruth Sherk, Cathy Wiebe

Tabor Village provides independent living, assisted living and complex care to nearly 280 seniors in four facilities at its “campus of care” in Abbotsford. As part of its commitment to be an employer of choice, Tabor Village implemented a comprehensive Quality of Worklife Program. The main goal of the project was to create and sustain an effective working environment that supports staff and energizes them to want to come to work and want to make a difference in the lives of seniors. Centered around four primary foundations – wellness, safety, recognition and education – the Quality of Worklife Program has had a positive impact on Tabor Village employees. By improving practices, processes and structures, overtime and absenteeism has been reduced, performance management is ongoing, work/life balance has increased, influenza immunization rates are over 90 per cent and the best people are recruited and retained in the right roles.

Organization: Vancouver Island Health Authority (VIHA)

Project: Violence Prevention Task Force: A Collaborative Solution for Health Safety

Project Leader: Lesley Moss – Executive Director, Occupational Health & Safety

Team Members: Dorothy Morris, Tracey Newlands, Stephen Rose

The Violence Prevention Task force was commissioned to develop system-wide policies to address specific issues related to violence in the workplace. Unlike traditional approaches to safety policy development, which is generally written by safety professionals for use by clinical staff, VIHA engaged approximately 80 frontline clinical staff and other relevant stakeholders throughout the development process. The complexity of addressing violence in health care and the interdependency of staff and patient safety required a broad stakeholder engagement strategy. Rather than just a set of policies, VIHA has developed seven system-wide policies with associated procedures along with practical and useful tools to support staff and leaders to effectively implement and use the policies at the frontline. VIHA now has an engaged group of frontline providers and stakeholders, who understand and appreciate the complexity, prevalence and impact violence has in health care, and who are truly committed to violence prevention, patient and staff safety.

COLLABORATIVE SOLUTIONS

Gold Apple Winner

Organization: Northern Health

Project: STOP HIV/AIDS Pilot Project Campaign

Project Leaders: Kathy MacDonald – Regional Director, Preventive Public Health & Dr. Susan MacDonald – Chief Medical Officer

Team Members: Rosemary Dolman, Mike Doran, Murray Krause, Joanne MacDonald, Tara Mackenzie-Clark, Emma Palmantier, Bareilly Sweet, Vanessa West

HIV/AIDS is still surrounded by myths and stigma, creating challenges for those wishing to share information about the virus and its transmission. Northern Health and the Province of BC are addressing these challenges through the STOP HIV/AIDS pilot project – an ambitious, multi-media, community outreach collaboration. STOP – Seek and Treat for Optimal Prevention – is a four-year, provincially-funded initiative, running from 2010 to 2013 in Prince George and Vancouver’s Downtown Eastside.

Northern Health’s Prince George-based project aims to normalize HIV testing; educate and bring awareness to northerners about benefits of early HIV testing and treatment; and ultimately reduce the spread of HIV in the region. Northern Health has worked extensively with community partners, actively supporting the HIV-positive population, connecting them with existing services and developing new testing initiatives. The project’s education and awareness component featured an aggressive public online and traditional advertising campaign. An important element of the campaign was “Faces of HIV” which featured real northern residents who bravely agreed to tell their stories of living with the virus. The campaign also featured numerous HIV champions who actively support friends or loved ones living with HIV. Showing real people experiencing real health care challenges is just one example of the leading practices demonstrated by Northern Health’s STOP HIV/AIDS pilot project.

The project has had dramatic results. During the last three years, HIV testing at the Central Interior Native Health Society – a project partner – has increased by almost 200 per cent. The percentage of clients on anti-retroviral medications has increased from 41 per cent to 78 per cent.



COLLABORATIVE SOLUTIONS

Award of Merit Recipients

Organization: Penticton Integrated Health Centre (Interior Health)
Project: Contract Pharmacy Integration into a Chronic Kidney Disease Clinic
Project Leader: Dr. Piera Calissi – Clinical Pharmacy Specialist - Nephrology
Team Members: Lia Briceno, Dr. Brian Forzley, Dr. Gerry Karr, Lois Neufeld, Greg Wheeler, Susi Wilkinson

Patients with chronic kidney disease typically take a large number of medications, many of which require frequent monitoring and dosage adjustment, increasing the risk for medication discrepancies and drug-related problems. In this pilot project, contract pharmacists from the Skaha Pharmacy (the BC Provincial Renal Agency contract pharmacy in Penticton) were integrated into a multi-disciplinary team to improve the quality of care for renal patients. Pharmacists performed medication reviews and reconciliations, identified medication discrepancies and drug-related problems. The contract pharmacist attended 18 clinics, interviewed 165 patients, reviewed 2069 medications, identified 692 discrepancies and 228 drug related problems and provided medication counselling (primarily new medications) to 55 patients. Ninety-eight per cent of patients seen by the pharmacist had either a discrepancy or drug-related problems with their medications. Due to its success, the program has been made a permanent feature of the Penticton clinic and has expanded to other renal programs in Kamloops and Trail.

Organization: BC Women's Hospital & Health Centre (Provincial Health Services Authority)
Project: Cesarean Task Force
Project Leaders: Dr. Jan Christilaw – President & CEO & Lee Saxell – Program Lead, Cesarean Task Force
Team Members: Adrian Aikens, Dr. Karen Buhler, Kathryn Dewar, Lehe Elarar, Dr. Ellen Giesbrecht, Dr. Georgia Hunt, Dr. Patti Janssen, Lily Lee, Dr. Horatio Osiovich, Dr. Dale Steele

In Canada in 1997, the national caesarean rate was 18.7 per cent. In 2010, it was 26.9 per cent while BC's rate reached 31.8 per cent, the highest in the country. The Cesarean Task Force is an inter-professional committee of obstetricians, anaesthetists, paediatricians, midwives, family physicians, nurses and researchers, as well as representatives from Perinatal Services BC. The overall goal of the task force was to reduce the number of caesarean sections performed at BC Women's and throughout BC. Two linked initiatives, the Best Birth Clinic and the Power to Push Campaign, were the lynchpins of the task forces' strategies and have had an impact. In 2010, BC Women's caesarean birth rate was at an all-time high of 34.1 per cent but fell to 31.1 per cent in 2012/13. Power to Push's website (PowerToPush.ca) is one of the largest maternity care information sites in Canada and the program boasts 1,400 Twitter followers and more than 1,000 Facebook fans.

HEALTH CARE HERO

Gold Apple Winners

Health Care Hero – Affiliate: Lourdes Bolinas – Care Aide & Senior Mental Health Worker

Organization: The Bloom Group (formerly St. James Community Service Society)

Lourdes Bolinas, a Care Aide & Senior Mental Health Worker has spent the past eight years at The Bloom Group's Victory House, a facility in Vancouver's Downtown Eastside that cares for 48 residents with serious mental and physical health issues. Her work goes far beyond her job description with one co-worker saying, Lourdes is "everything" to Victory House. She orders supplies, supervises staff, organizes appointments and coordinates physician visits. She helps residents with their rooms, their finances, meals and bathing. When Handydart was not running due to snow, Lourdes accompanied a resident to an appointment she had waited six months for, taking the bus with her to make sure that she made it there. Lourdes serves as an inspiration to those around her. Staff and residents alike say her passion is contagious; that it has meant better care for residents and a better functioning, harmonious team at Victory House.

Health Care Hero – Fraser Health: Dr. Robert McCormack – Orthopedic Surgeon

Organization: Royal Columbian Hospital & Eagle Ridge Hospital

What sets Dr. Robert McCormack apart is his commitment to improving the quality of life for all orthopaedic patients. A Director at Simon Fraser Orthopedic Fund, the research arm of Fraser Health's Department of Orthopedic Surgery, and an Associate Professor for the University of British Columbia's Department of Orthopedic Surgery, Robert's research background has provided a solid foundation for Fraser Health's orthopedic surgery research program. This work in research takes place outside of his day-to-day work running a very busy practice in arthroscopy and athletic injuries, and teaching at UBC. He is also the Medical Director of the Canadian Olympic Team and the orthopedic team physician for the BC Lion's Football team, Simon Fraser University and Trinity Western University varsity players, and is the team doctor for the Vancouver Whitecaps Major League Soccer team. Bob was recently in Africa volunteering with his ophthalmologist wife's eye clinic, and there participated in an orthopedic clinic. While Bob is recognized internationally for his research contributions, his work is also advancing patient care here in BC.

HEALTH CARE HERO

Gold Apple Winners

Health Care Hero – Interior Health: Tracey Third – Home Health Nurse

Organization: Barriere Health Centre

For more than nine years, Tracey Third has worked as a Home Health Nurse in Barriere, a remote community in BC's interior. Meeting the needs of a diverse clientele in a rural setting can be challenging. Travelling through all weather conditions, a rural Home Health Nurse looks after a range of patients from those recovering from surgery or chemotherapy to palliative care. She cares deeply and profoundly about her client's welfare. It is her smile, her gentle approach and her thorough attention to detail that clients and colleagues have grown to love. What sets Tracey apart is her willingness to go that extra mile to ensure that proper care is provided. One client, a fiercely independent and feisty senior, refused home care service and ended up in hospital. Tracey persisted with patience and compassion, and was able to work with the client and her family to get her back home. One colleague remarked, "I only wish someday that I can become as good a nurse as she is... and I strive every day to keep that level of commitment in my work."

Health Care Hero – Northern Health: Dr. Bill Clifford – Chief Medical Information Officer

Organization: Northern Health

Dr. Bill Clifford's interest in using data to improve systems began when he was designing programs to simulate and map forests. Bill had a Master of Science in Forestry but returned to school to become a family physician, launching his practice in BC in 1987 where he developed a vision for better health care. His goal was to design a more efficient and user-friendly electronic medical records (EMR) system to provide valuable information and improve patient care. In 1995, his practice went paperless – a rare achievement at that time. In 2000, many of Northern Health's physicians were still using a paper system. Bill devoted hours to raising awareness of the benefits of EMR, certain in his belief that electronic medical records would allow physicians to improve the service they provide to patients. Today, between 90 and 95 per cent of Northern Health physicians are using EMR, compared to the national average of about 50 per cent and Northern Health is one of the first health authorities in Canada to electronically distribute clinical information beyond laboratory results. One physician notes, "Bill's technology is easy to use and he makes me look good. Bill has given me the tools to provide extremely good care to my patients."

HEALTH CARE HERO

Gold Apple Winners

Health Care Hero – Provincial Health Services Authority: Cheryl Ward – Provincial Lead, Indigenous Cultural Competency Training Program

Organization: Provincial Health Services Authority (PHSA)

Cheryl Ward's colleagues describe her as "a visionary and a trailblazer". Cheryl is Provincial Lead for the Indigenous Cultural Competency online training program (ICC), part of PHSA's Aboriginal Health Program. The Indigenous Cultural Competency training – the first of its kind in Canada – is designed to increase aboriginal-specific knowledge, enhance individual self-awareness and strengthen skills of those who work both directly and indirectly with Indigenous people. Participants learn about terminology; diversity; aspects of colonial history such as residential schools, time lines of historical events; and contexts for understanding social disparities and inequities. Through interactive activities, participants examine culture, stereotyping, and the consequences and legacies of colonization. The goal is to provide cultural safety for aboriginal people seeking health care – something that has been a barrier for many. More than 10,000 people have taken the program in just over three years. While the training has an Indigenous focus to address the unique health disparities, the knowledge, awareness and skills that health care providers gain is enhancing the way they engage with all patients.

HEALTH CARE HERO

Gold Apple Winners

Health Care Hero – Vancouver Island Health Authority: Allison Cutler – Executive Director, Population & Community Health

Organization: Vancouver Island Health Authority

With more than 35 years of experience as a nurse, educator, senior administrator and leader, Allison Cutler has led many efforts to transform the way community services are delivered. Allison led and fostered support for Primary Care and Chronic Disease Management on Vancouver Island. She facilitated a ground-breaking memorandum of understanding between the Vancouver Island Health Authority (VIHA), island school districts and the Ministry of Children & Family Development to support early childhood development. She established and co-chaired VIHA's Aboriginal Health Council – working with the aboriginal community to improve access to culturally-appropriate health services and develop an Aboriginal Health Plan for the region. She led the development of youth clinics across the Central and North Vancouver Island. Over her many years in health care, first in public health and later in administration, Allison has never lost focus on the health of each person in the context of public health. She is a respectful leader who inspires her colleagues with her positive outlook, ability to remain calm under pressure and sense of humour.

Thank You to Our Judges

We would like to extend a heartfelt thanks to our judges who generously volunteered their time to help select the winners for this year's awards. This inspiring group of leaders from BC's business, academic and health care communities had the difficult task of choosing our award winners from an exemplary pool of nominees. We are very grateful for their support and contribution.

Ms. Caroline Bonesky
CEO
Family Services of Greater Vancouver

Dr. Pamela Cawley
Dean, Faculty of Health Sciences
Douglas College

Dr. Bill Dow
Dean, School of Health Sciences
BCIT

Dr. Diane Finegood
President & CEO
Michael Smith Foundation for Health Research

Dr. Tru Freeman
Dean, Faculty of Community & Health Studies
Kwantlen Polytechnic University

Mr. David Guscott
President & CEO
E-comm - Emergency Communications for SW British Columbia

Ms. Marcia Harrison
Regional Director, Community Fundraising & Corporate Development
Kids Help Phone, BC/Yukon

Dr. Ronald Lindstrom
Director, Centre for Health Leadership & Research and Henri M. Toupin Research Fellow in Health Systems Leadership
Royal Roads University

Mr. Harry Parslow
Managing Partner
The Caldwell Partners International

Ms. Joyce Resin
Engagement Strategist & Project Development
Impact BC

Ms. Lorna Romilly
Interim Executive Director
BC Academic Health Council

Mr. Ken Werker
Managing Partner
Odgers Berndtson

Ms. Faye Wightman
President & CEO
Vancouver Foundation

Ms. Patricia Woroch
Executive Director
Immigrant Services Society of BC

Left to right: Dr. Pamela Cawley (Douglas College), Ken Werker (Odgers Berndtson), Joyce Resin (ImpactBC), David Guscott (E-comm - Emergency Communications for SW British Columbia), Dr. Diane Finegood (Michael Smith Foundation for Health Research), Susan Eammons (HEABC Board of Directors), Marcia Harrison (Kids Help Phone, BC/Yukon), Lorna Romilly (BC Academic Health Council), Dr. Ronald Lindstrom (Royal Roads University), Betsy Gibbons (HEABC Board of Directors), Dr. Tru Freeman (Kwantlen Polytechnic University), Harry Parslow (The Caldwell Partners International), Caroline Bonesky (Family Services of Greater Vancouver), Dr. Bill Dow (BCIT), Patricia Woroch (Immigrant Services Society of BC).
Missing: Faye Wightman (Vancouver Foundation)



About HEABC

The Health Employers Association of BC (HEABC) represents a diverse group of more than 260 publicly funded health care 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 fewer than 25 employees to large, regional health authorities with thousands of employees.

HEABC is the accredited bargaining agent for most publicly funded health employers in the province. HEABC negotiates five major provincial agreements covering more than 100,000 unionized health care employees. HEABC negotiates agreements covering nurses, health science professionals, physician residents, and support workers in both facilities and community settings.

HEABC takes a provincial leadership role in strategic planning related to human resources and labour relations issues management for BC's publicly funded health employers. Through collective bargaining and other industry initiatives, HEABC endeavours to build constructive and collaborative relationships with members, government, employees, and unions, while continuing to adapt to the evolving needs of its membership.

Vision

A knowledge organization that stimulates innovation in BC health human resources and contributes to the sustainability of the health care system.

Mission

We are trusted advisors to our members and government. Using our information and knowledge, we aim to improve health human resources by:

- Delivering high quality labour relations services
- Advancing system-wide health human resources productivity and efficiencies through the use of evidence
- Building an engaged and skilled organization attuned to members' needs and committed to providing excellent service

Values

At HEABC, we believe in:

- Integrity
- Respect
- Leadership
- Courage
- Excellence
- Teamwork

Thank You to Our Sponsors

HEABC acknowledges the following organizations for their generous contributions to the 7th annual *Excellence in BC Health Care Awards*. We are very grateful for their support and sincerely thank them for helping to recognize deserving health care employees across BC.

Gold Apple

Health Care Hero



Top Innovation – Health Authority



STRONGER COMMUNITIES TOGETHER™

Workplace Health Innovation



Green Apple



Red Apple



Board of Directors

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Provincial Health Services Authority representative

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