

2014



*Recognition is within reach*

The 8th annual  
Excellence in BC  
Health Care Awards

JUNE 23, 2014 FAIRMONT WATERFRONT HOTEL, VANCOUVER

EXCELLENCE IN  
BC HEALTH CARE AWARDS



PRESENTED BY  
**HEABC**  
HEALTH EMPLOYERS  
ASSOCIATION OF BC



### **Personal message and greetings from Honourable Terry Lake, Minister of Health**

As Minister of Health, it is my pleasure to send greetings to everyone attending the 8th annual *Excellence in BC Health Care Awards*, and I congratulate this year's winners from throughout British Columbia. I'm sorry I'm unable to be with you this afternoon to share in the opportunity to recognize outstanding individuals in our health care system.

In my work as minister, I have had the opportunity of seeing, first-hand, some of the incredible work and amazing people making a positive impact on our province's health system. The achievements of this year's Gold Apple winners and Award of Merit recipients are inspiring, and I commend each winner for their passion and commitment to health care. These individuals are not only outstanding health employees, they are outstanding British Columbians.

Please accept my best wishes for today's celebration of the accomplishments and dedication shown by these deserving health care professionals. Thank you to the 2014 winners for your contributions and for strengthening our health care system for all British Columbians.

Sincerely,

A handwritten signature in cursive script that reads "T. Lake".

**Terry Lake**  
Minister of Health

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

On behalf of the Health Employers Association of British Columbia's Board of Directors and staff, we welcome you to the 8th annual *Excellence in BC Health Care Awards* luncheon. The awards program celebrates achievements within our member organizations and recognizes those unsung heroes who go above and beyond in providing care to the people of BC.

Every day, employees in all areas of BC's health care system provide outstanding services – both on the front lines and behind the scenes. Today's awards ceremony is an opportunity to acknowledge just a few of our province's health care success stories and recognize the standout employees behind these successes.

Congratulations to everyone being recognized today and thank you for your dedication to your role and to the people of BC. And thank you to those who have supported the awards including HEABC's members, sponsors (see back cover), judges (see page 4) and thank you to all of you for joining us today to celebrate this year's winners. We hope you leave feeling inspired and uplifted by the incredible people being honoured today.



**Betsy Gibbons**  
Board Chair



**Michael Marchbank**  
President & CEO

# Thank You 2014 Judges

We would like to extend a heartfelt thanks to our judges who generously volunteered their time to select this year's award winners. This inspiring group of leaders from BC's business, academic and health care communities had the difficult task of choosing the 2014 award winners from an exemplary pool of nominees. We are very grateful for their support and contributions.

**Dr. Oscar Casiro**

Regional Associate Dean, Vancouver Island  
& Head, Division of Medical Sciences  
*University of Victoria*

**Ms. Pamela Cawley**

Dean, Health Sciences  
*Douglas College*

**Honourable Mary Collins**

Director  
*BC Healthy Living Alliance Secretariat*

**Mr. Bill Dow**

Dean, School of Health Sciences  
*BCIT*

**Dr. Tru Freeman**

Dean, Faculty of Community & Health Studies  
*Kwantlen Polytechnic University*

**Mr. Paul Gallant**

President  
*Gallant HealthWorks*

**Ms. Carol Goozh**

Vice President of Policy & Program  
Development  
*Community Living BC*

**Dr. Ronald Lindstrom**

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

**Ms. Shari McKeown**

Executive Director  
*BC Patient Safety & Quality Council*

**Ms. Margaret McNeil**

Chief Executive Officer  
*Canuck Place Children's Hospice*

**Mr. Ian Munroe**

Vice-President, Employer, Industry &  
Worker Services  
*WorkSafeBC*

**Dr. Donna Murnaghan**

Dean, School of Nursing  
*Thompson Rivers University*

**Mr. Eyob Naizghi**

Executive Director  
*MOSAIC*

**Mr. Harry Parslow**

Managing Partner  
*The Caldwell Partners International*

**Mr. Don Prior**

Principal  
*WATSON*

**Ms. Arlene Ward**

President  
*Genesis Rehabilitation Ltd.*

**Ms. Patricia Woroch**

CEO  
*Immigrant Services Society of BC*

# 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 – Award of Merit recipients & 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 - Island Health
- Health Care Hero - Northern Health
- Health Care Hero - Provincial Health Services Authority
- Health Care Hero - Vancouver Coastal Health
- Provincial Health Care Hero

Presentation to the Canadian Mental Health Association, BC Division

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. This year's recipient is:



Canadian Mental  
Health Association  
British Columbia  
*Mental health for all*

The Canadian Mental Health Association, BC Division is an HEABC member organization that promotes the mental health of British Columbians and supports the resilience and recovery of people experiencing mental illness.

# TOP INNOVATION – AFFILIATE Gold Apple Winner

**Organization:** Providence Health Care

**Project:** Inner City Youth Program

**Project Leader:** Dr. Steve Mathias – Medical Director

**Team Members:** Michelle Apps, Linda Barker, Jayde Boden, Ron Davies, Chantell Dunlop, Elise Durante, Cassie Gillam, Dr. Alex Gubanov, Tanya Helle, Crystal Johnstone, Dr. Dan Lin, Dr. Bill MacEwan, Fernando Magleo, Jeff Masse, Dr. Valentina Mendoza, Keren Mitchell, Dr. Anna Nazif, Bart Newman, Jesse Pare, Amy Schactman, Dr. Jen Wide

Providence Health Care's Inner City Youth Program targets youth and young adults ages 16 to 24 who are homeless or tenuously housed, and who suffer from undiagnosed or untreated mental illness and/or addiction. The program goal is to improve health outcomes for this vulnerable population by providing supported housing options and offering significant support to improve social functioning and address issues contributing to their mental illness, addiction and other risk factors.

In partnership with community organizations and government agencies, the program assists homeless youth to access health care, housing, education, employment counseling, vocational training and support services. An inter-disciplinary, collaborative team of psychiatrists, registered psychiatric nurses, nurse practitioners, social workers, occupational therapists and rehabilitation assistants provides psychiatric, addiction and psycho-social rehabilitation services – providing a continuum of comprehensive care and helping youth to overcome barriers to improve their mental health and quality of life.

Through strategic partnerships, the Inner City Youth Program has been successful in reducing fractured care by moving hospital care into the community. Initially focused on supporting youth living in shelters and accessing drop-in services, today the program is gatekeeper for around 80 youth-designated and supported-housing units and subsidies. By building trust, developing individualized treatment plans and supporting clients as they navigate their way to recovery, between July 2012 and June 2013 this team has assisted 39 youth in moving from homelessness to housing.

## TOP INNOVATION – AFFILIATE Award of Merit Recipients

**Organization:** Beacon Community Services

**Project:** Licensed Dementia Housing

**Project Leader:** Carin Plischke – Vice President, Human Resources & Housing

**Team Members:** All Licensed Dementia Housing staff members: Cooks, Resident Care Attendants, Licensed Practical Nurses, recreation, maintenance, housekeeping and management

Beacon Community Services is a community-based, not-for-profit, social, employment, health, recreational, housing and volunteer services agency that provides a wide range of programs and services to thousands of clients in greater Victoria and Salt Spring Island. Licensed Dementia Housing is a new approach to care for people with mild to moderate dementia. The first of their kind in BC, two small, home-like, but secure, dementia care facilities with a unique social and staffing model of care bridge the gap between assisted living and long-term care. Licensed Dementia Housing is designed to provide an environment of safety, security, independence and freedom of movement for people with dementia. Residents are encouraged to participate in regular daily life activities and maintain their abilities and function. Licensed Dementia Housing residents are on fewer medications and have better mobility and mortality rates than dementia hospital residents. Island Health is now adopting a comparable model of care and opening 400 dementia care beds throughout Vancouver Island.

**Organization:** Cerwydden Care Centre (Park Place Seniors Living)

**Project:** Ethical Framework Development - A Successful Journey

**Project Leader:** Louise Johnson – Accreditation Coordinator

**Team Members:** Meg Milner, Pam Webster, Ian West

Cerwydden Care Centre is a complex care centre for physically challenged, frail elderly residents and those with dementia located in Duncan, BC. The Ethical Framework Development project addresses the increasing need for compassionate, ethical decision-making in complex care. The goal was to develop and implement a practical, step-by-step ethical decision-making framework that care staff could apply to examine options and make carefully considered ethical choices that include recognition of the resident's wishes, including residents who may be cognitively impaired. The Ethical Framework Development project was recognized by Accreditation Canada as a leading practice. It is now in use across Park Place's 12 complex care homes in BC and Alberta. The program has been shared with a number of BC health authorities and at the Alberta Continuing Care Association's annual conference. A user-friendly ethics manual has been created for frontline staff that provides a decision-making framework and can be shared throughout the industry.

# TOP INNOVATION – HEALTH AUTHORITY

## Gold Apple Winner

**Organization:** BC Cancer Agency (Provincial Health Services Authority)

**Project:** Centre for Clinical Genomics

**Project Leader:** Dr. Aly Karsan – Medical Director

**Team Members:** Miruna Bala, Inanc Birol, Ian Bosdet, Simon Chan, Katie Chow, Robin Coope, Rod Docking, Rob Holt, Carrie Hirst, Steve Jones, Hadrien Jouet, Rob Kirkpatrick, Darlene Lee, Marco Marra, Lorraine May, Mike Mayo, Richard Moore, Sarah Munro, Andy Mungall, Jacquie Schein, Lucas Swanson, Tatyana Voyna, Susan Wagner, Lateef Yang, Thomas Zeng, Yongjun Zhao

Diagnostic genomic testing is becoming a standard of care for many hereditary conditions and cancers because it has greater capacity to detect disease-causing mutations. Approximately five to 10 per cent of all cancers are hereditary and using DNA sequencing, people with a family history of one of these cancers can determine if they have the genetic predisposition and make informed decisions about preventative treatments.

Traditionally, the methods used to identify these genetic alterations have been labour-intensive and expensive, and have failed to keep pace with demand. Recent advances in DNA sequencing techniques have the ability to examine significantly more genetic alterations at a lower cost and with capacity to meet growing demand. The Centre for Clinical Genomics provides more accessible genetic testing for British Columbians and is the first and only clinical laboratory in the province to implement next-generation genomic sequencing for genetic diseases.

Using next-generation sequencing technology, individuals at risk for hereditary breast and ovarian cancers are being screened at a fraction of the cost of conventional testing. This new technology has eliminated a testing backlog and reduced turnaround time by 64 per cent while decreasing overall cost by 25 per cent. It has also widened the scope of genetic testing in BC by launching a panel that combines 14 individual genes into a single test at the same cost as sequencing only two genes. Cancer-predisposing mutations are now being found in many more BC families, for whom intensive clinical screening, earlier diagnosis and more effective treatment can be made available.



## TOP INNOVATION – HEALTH AUTHORITY

# Award of Merit Recipients

**Organization:** BC Centre for Disease Control (Provincial Health Services Authority)

**Project:** Portable Interferon Gamma Release Assay Testing Program

**Project Leader:** Nash Dhalla – Nurse Consultant, Tuberculosis Services for Aboriginal Communities

**Team Members:** First Nations Health Authority: Jessica Harper, April MacNaughton, Isaac Sobol; TB Services for Aboriginal Communities: Karen Beinhaker, Shawna Buchholz, Victoria Cook, Shannon Kopp, Mary-Jane Lopez, David Roth, Maggie Wong; BC Centre for Disease Control Labs: Morshed Muhammad, Yvonne Simpson; First Nations Communities of BC: Community Health Nurses, Community Health representatives, Health Directors and community members

The Portable Interferon Gamma Release Assay (IGRA) Testing Program is sponsored by the Tuberculosis (TB) Services for Aboriginal Communities program, a collaboration between the BC Centre for Disease Control and the First Nations Health Authority that supports a variety of treatment and prevention programs aimed at decreasing TB transmission, morbidity, family disruption and stigmatization in First Nations communities. IGRA testing is 35 per cent more accurate than traditional TB testing methods but has been limited to residents in the vicinity of Vancouver, New Westminster, Victoria, Kelowna and Prince George. The use of a portable incubator allows IGRA testing in rural/remote communities, creating opportunities for more accurate and earlier prevention and treatment.

**Organization:** Vancouver General Hospital (Vancouver Coastal Health)

**Project:** Clostridium difficile Working Group

**Project Leaders:** Sydney Scharf – Infection Control Project Manager & Goldie Luong – Director, Special Projects

**Team Members:** Doris Bohl, Elizabeth Bryce, Linda Dempster, Vivian Eliopoulos, Tena Ganovicheff, Teresa Johnston, Chris Linden, Mike Petrie

Clostridium difficile is a bacteria that can cause a potentially devastating, and, in extreme cases, fatal, infection of the gastrointestinal system. Unfortunately, patients can acquire clostridium difficile infection (CDI) in hospital through unwashed hands and a contaminated environment. A clean environment is critical as this bacteria produces spores that can survive for prolonged periods of time. Despite ongoing efforts and awareness, Vancouver General Hospital had not been able to decrease its CDI cases since 2008/09. Units had poor compliance with surface cleaning partly because of clutter and more emphasis on equipment cleaning was necessary. Working with the units and Housekeeping, Facilities, Inventory Replenishment and Biomedical Engineering, the CDI Working Group initiated a de-cluttering campaign, implemented a mobile equipment cleaning program and evaluated the use of innovative ultraviolet light for disinfection. As a result, Vancouver Coastal Health reduced CDI cases by over 30 per cent saving \$331,408 and preventing 112 patients from acquiring CDI.

# WORKPLACE HEALTH INNOVATION

## Gold Apple Winner

**Organization:** Island Health

**Project:** WorkSafeBC Duration Reduction Project

**Project Leader:** Glen Rose – Manager, Disability Management

**Team Members:** Julie Longo, Lori Zintel, Andrea Bazuik (WorkSafeBC)

In 2010, the average duration of Island Health's WorkSafeBC time loss claims reached an all-time high of 78 days – the highest of all BC health authorities and well above the provincial average. The health authority knew it had to act both to protect the health and wellness of its employees, and to avoid ballooning costs. For an organization of its size, every 10-day drop in average claim duration means \$1 million in cost avoidance savings.

From early 2011 to 2013, the entire Island Health disability management and Vancouver Island WorkSafeBC case management teams set out with one clear goal: to return employees to work sooner, reducing the duration of time spent away from work. Using Lean methodology, in conjunction with the Enhanced Disability Management Program collectively bargained into the four major provincial agreements, the focus shifted from claims processing to supported early and safe return to work.

This sustained collaboration between WorkSafeBC and Island Health paid off moving the health authority to the top three in the province – shaving off 29 days in average claim duration, a 36 per cent decrease, which translates to \$2.9 million in savings that can now be directed towards patient care. More importantly, employees are now returning to work 36 per cent faster than two years prior, and are reaping the social, physical, psychological, economic and rehabilitative benefits of being in the workplace in an accommodated arrangement.

# WORKPLACE HEALTH INNOVATION

## Award of Merit Recipients

**Organization:** Island Health

**Project:** Online Ergonomics Assessment Project

**Project Leader:** Mike Pierzhalski – Ergonomics Consultant

**Team Members:** : Julie Longo, Heidi Robinson, Glen Rose

With approximately 18,500 employees in 216 sites across Island Health, providing one-on-one ergonomic assessments in a timely manner for office staff with signs and symptoms of musculo-skeletal injury, new computer users and users with questions regarding office setup was difficult. The Online Ergonomics Assessment tool is an interactive self-assessment of the workstation ergonomics, producing a customized employee and manager action plan report with recommendations for changes including new equipment suggestions. As well, the tool identifies those individuals requiring one-on-one assistance from an Ergonomic Consultant. Between September 2013 and February 2014, 177 employees accessed the Online Ergonomic Assessment tool saving 708 hours, or 18.88 weeks, of work for the organization's Ergonomic Consultants. The timeframe for an ergonomic assessment has decreased from 6-12 months to one day, freeing up the Ergonomic Consultants to provide individualized consultation to those who require it.

**Organization:** Vancouver General Hospital (Vancouver Coastal Health)

**Project:** Smoke-Free Campaign

**Project Leader:** Christina Tonella – Regional Manager, Health Protection

**Team Members:** Tiffany Akins, Wayne Balshin, Andrea Bisaillon, Ken Casorso, Laurie Cheung, Mitchell Chow, Dr. Meena Dawar, Michelle de Moor, Rian Dodds, Vivian Eliopoulos, Leah Hawirko, Steve Kabanuk, Roopy Khatkar, Michael Li, Goldie Luong, Lindsay MacDonald, Leighanne Mackenzie, Mary Neiforth, Mike Petrie, Ken Pukanich, Cori Ross, Susan Seeman, Richard Taki, Ely Weston, Sandi Yang, Jeffery Young

Despite becoming a smoke-free facility in 2008, Vancouver General Hospital (VGH) continued to have issues with compliance resulting in numerous complaints. Vancouver Coastal Health's Smoke-Free Premises policy bans smoking within the buildings and on the grounds of all facilities it owns and/or operates to protect patients, clients, staff, volunteers and the general public from exposure to second-hand smoke. In late 2012, the Smoke-Free Campaign was launched at VGH. Key components included staff education; an extensive communication campaign using posters, sandwich boards, sidewalk pavement signs and computer screen savers; installation of innovative smoke detectors that provide a verbal message telling smokers to leave the premises; and, screening of patients for tobacco use and provision of nicotine replacement therapy. The project has led to a reduction both in smokers on the VGH grounds and complaints received. The campaign tools have been shared with other BC health authorities and across Canada.

## COLLABORATIVE SOLUTIONS

# Gold Apple Winner

**Organization:** Interior Health

**Project:** Medication Management - Acute Care Audit

**Project Leader:** Givonna De Bruin – Corporate Director, Internal Audit

**Team Members:** Heather Cook, Rob Desjardins, Paul Filiatrault, Melanie Libbrecht, Donna Mendel, Sherry Miyashita, Kevin Peters

Medication errors are a major threat to patient safety. In BC, between 2008 and 2011 there were over 36,000 medication-related events – such as administering the wrong dose or giving the incorrect drug – reported across the province. Interior Health Internal Audit and Advisory Services identified medication errors as a significant risk and with assistance from Pharmacy and the Professional Practice Office, designed and executed two independent observational audits of medication management practices within Interior Health.

The audit objectives were to determine whether current medication management practices across Interior Health meet Accreditation Canada-required organization practices, Interior Health clinical practice standards, procedures and policies, and safe practice recommendations from the Institute for Safe Medication Practices Canada; identify any significant practice-related risks in the medication management process; and analyze leading practices in medication management and identify potential opportunities for practice improvement.

The first audit took place in spring 2012 and a follow-up audit was conducted in summer 2013. Project outcomes included the development of a safe medication management orientation program, an online learning module and an educational video. Policies and procedures were updated and groups came together to monitor and evaluate medication management for continuous improvement. The audit results raised awareness of the risks of medication errors in complex environments, reinforcing the importance of having a culture of safe patient care. Overall, the achievement of specific medication management clinical practice standards and procedures across Interior Health improved from an average of 56 per cent in 2012 to an average of 80 per cent in 2013 – a 24 per cent improvement across all sites.

# COLLABORATIVE SOLUTIONS

## Award of Merit Recipients

**Organization:** Fraser Health

**Project:** Community REDi

**Project Leader:** Joy Parsons – Interim Director, Clinical Programs, Rehabilitation

**Team Members:** Sarabjeet Charchun, Dr. Drew Dawson, Kathy Doull, Adam Fletcher, Jessica Martin, Jason Moller, Claar Prinsen, Kim Quan, Erin Shalley, Valerie Spurrell, Corey Stock, Sonja Vance

Community REDi shifts the emphasis of intensive rehabilitation care from an inpatient to an outpatient setting. The goal is to improve the coordinated care for patients and to improve system access and flow, reducing inpatient length of stay while achieving the same or better outcomes for clients, and assisting clients with the transition to community. Through collaboration with community resources, select patients are able to be discharged home earlier while continuing to receive the therapy necessary for their recovery through an ambulatory care setting. The first program of its kind in BC, it was initially targeted to stroke patients but now also accepts all patients from Fraser Health's 12 acute care sites. Today, 33 per cent of patients bypass their inpatient rehabilitation stay altogether. The project has achieved its goals, reducing patient length of stay and readmissions, improving patient functioning and saving more than \$1 million during the duration of the pilot.

**Organization:** Northern Health & Interior Health

**Project:** BC Rural Collaborative Partnership – Workplace Health & Safety

**Project Leader:** Frank Talarico, Director Workplace Health and Safety, Northern & Interior Health

**Team Members:** Karyn Greengrove, John Johnston, Terri Junuk, Jane Lindstrom, Lynn MacDonald & all 57 Workplace Health & Safety team members

The Workplace Health and Safety departments of Interior Health and Northern Health collaborated to jointly deliver workplace health and safety services to achieve both quality improvements and financial savings/cost avoidance. As the two organizations serve the majority of BC's rural and remote communities, they experience similar challenges and share common needs. Working together, Interior Health and Northern Health are now more effective and efficient in meeting the workplace health and safety needs of both organizations in a range of strategic and tactical areas. And collectively, the two health authorities have achieved an organization-wide cost savings/avoidance of nearly \$24 million in WorkSafeBC and long-term disability claims over the past three years. The integration of the two departments has set a benchmark for the collaboration of health care in the province. Project leader Frank Talarico describes this journey as: "a rich experience consisting of rewards, challenges, discoveries and identification of unlimited future opportunities."

## HEALTH CARE HERO

# Gold Apple Winners

**Health Care Hero – Affiliate:** Jill Blacklock – Registered Nurse, Cancer Care

**Organization:** St. Joseph’s General Hospital

Jill Blacklock, an oncology nurse in Comox on northern Vancouver Island, is described as calm, personable, compassionate and a tireless advocate for patients. She always goes above and beyond for those in her care while also mentoring new nurses and staff, and encouraging her colleagues to do their best. Jill uses her wealth of experience, knowledge and skills to bring about positive and productive change for cancer patients. She was part of the team that developed the first outpatient chemotherapy unit at Nanaimo Regional General Hospital and after moving to Comox, helped advocate for a dedicated space to deliver chemotherapy at St. Joseph’s General Hospital. Jill is the “go-to” person for any questions from other areas of the hospital related to chemotherapy and biotherapy. She has travelled to Guatemala and Haiti to deliver nursing care and this fall will be trekking to Everest Base Camp in Nepal to raise funds for BC Children’s Hospital.

**Health Care Hero – Fraser Health:** Sheila Finamore – Director, Site Operations

**Organization:** Burnaby Hospital

As Director, Site Operations at Burnaby Hospital, Sheila Finamore’s work has had a profound impact on her patients, co-workers and community. Sheila has facilitated amazing changes and growth within the hospital while always keeping improved patient care at the forefront. Sheila is quick to spot opportunities for development and focuses on positive, inclusive solutions – looking at what’s working well, where there are opportunities to do better and including all stakeholders in the conversation. One of her major accomplishments has been in the area of infection control. Responding to persistently high rates of *Clostridium difficile* at the hospital, Sheila spearheaded a site-wide response that involved collaboration between program directors, clinical staff, nurse educators and infection control experts resulting in a 50 per cent decrease in infection rates. Sheila’s leadership approach is one of trust, collaboration and empowerment. She lives and breathes her team, hospital and patients and has built relationships with and between physicians, frontline staff and leaders.

## HEALTH CARE HERO

# Gold Apple Winners

**Health Care Hero – Interior Health:** Pearl Broswick –  
Diagnostic Imaging Technologist

**Organization:** Dr. Helmcken Memorial Hospital

Until her retirement this spring, Pearl Broswick was the first person all 100 staff members of Dr. Helmcken Memorial Hospital in Clearwater went to for help with virtually anything. The hospital's Diagnostic Imaging Technologist for 38 years, Pearl became, in one colleague's words, their "most valuable resource." She knows what to do when the boiler panels malfunction, how to reboot the ECG machine, why the water is brown and when is the best time to have a staff party. When the ER is busy, Pearl brings patients warm blankets, or strips and scrubs a stretcher to prepare it for the next occupant. And when employee morale needs a boost, she bakes. Pearl took additional training to provide extra services so patients could have the same health care opportunities as those in larger communities. Pearl devoted herself wholly to enhancing community services for rural patrons and these are just a few examples of Pearl's extraordinary knowledge, skills and dedication in action.

**Health Care Hero – Island Health:** Marguerite Rowe – Executive Director,  
Continuing Health Services

**Organization:** Island Health

Marguerite Rowe demonstrates an unwavering commitment to client-centered care, collaborative problem-solving and creating a quality workplace for her teams. With responsibility for residential care, home and community, end of life, transitional care, seniors' health, volunteer resources and auxiliaries across Vancouver Island, Marguerite is a thoughtful and inspiring leader, dedicated to coaching and mentoring those around her. She inspires her team to provide the care they would want their own family members to receive. In 2012 and 2013, Marguerite initiated several patient flow initiatives to improve services to frail, vulnerable and complex client populations who often experience repeated or prolonged hospitalization. These initiatives reduced emergency department visits, hospital admissions, hospital length of stay and residential care admissions, resulting in an estimated savings of 11,400 bed days and a 57 per cent reduction in patient days spent waiting in hospital to be assessed for residential care. One initiative, a discharge navigation pilot, is now being used across Island Health.

## HEALTH CARE HERO

# Gold Apple Winners

**Health Care Hero – Northern Health:** Dr. Marius Pienaar –  
Obstetrician/Gynecologist & Chief of Staff

**Organization:** Prince Rupert Regional Hospital

After finishing medical school in South Africa, Dr. Marius Pienaar took a chance and moved his family to Prince Rupert in 1992 – a decision that for the past 21 years has transformed women’s health services in the area and surrounding First Nations communities. As a colleague sums up: “Marius is heroic.” A staunch advocate for women’s health, Dr. Pienaar goes above and beyond routine care and considers the full spectrum of patients’ lives, resulting in improved health outcomes. He championed the North Coast Maternity Clinic to address physician shortages and improve prenatal care. He introduced changes to the operating room to bring cutting-edge technologies to a rural setting. He provides education and training to help health care providers offer full-scope services. He hosts public education forums on current medical topics. Dr. Pienaar acts as ambassador for recruitment and retention, supporting those already in the region and opening doors for those who may wish to come to rural practice.

**Health Care Hero – Provincial Health Services Authority:** Lori Roxborough –  
Therapy Leader, & Evidence Centre Coordinator

**Organization:** Sunny Hill Health Centre for Children

Over her 33 years at Sunny Hill Health Centre for Children – a facility providing support and services to children with complex medical, physical and developmental needs and their families – Lori Roxborough has quietly but steadfastly worked to develop some of the most innovative services supporting children with developmental disabilities and their families around the province. She was instrumental in establishing specialized seating and mobility services enabling children with disabilities to participate more fully in their communities. More than 80 per cent of the children and families who rely on Sunny Hill reside outside Vancouver. Lori launched the first outreach seating and positioning services in Prince George and Kelowna – alleviating the challenge and expense of accessing these services in the Lower Mainland – not only benefitting children and their families in the region, but also building capacity of local therapists. This led to the expansion of outreach services from Sunny Hill to 13 locations across the province.



# HEALTH CARE HERO

## Gold Apple Winners

**Health Care Hero – Vancouver Coastal Health:** Anne McNabb – Director, Inner City Mental Health & Addiction Services

**Organization:** Vancouver Coastal Health

Anne McNabb has dedicated her career to serving the vulnerable population of Vancouver’s downtown eastside, an area where many residents suffer from mental illness, severe addiction and extreme poverty. Anne has worked tirelessly for years on the front line, providing care to people in the streets, in clinics and in hotel rooms. Today, Anne is responsible for adapting health services to care for patients coping with mental illness and the complexity of concurrent illnesses such as addiction – and making it work at the street level. She has led the development of teams of nurses, social workers, psychiatrists, medical practitioners, health care workers and Vancouver Police Department officers who work together to transition patients from acute care to community care and connect them with appropriate community supports. One of her colleagues notes: “Anne’s strength of character is an inspiration to us all in health care. Because of her advocacy, lives have been saved in the downtown eastside.”

**Provincial Health Care Hero:** To be announced...

Health Care Hero winners make a positive impact on health care delivery in BC by going that extra mile. Their passion and dedication is evident in everything they do, benefitting patients, their colleagues and BC’s health care system. Each of the seven Health Care Hero winners is someone all health care professionals can look to for inspiration.

One of these regional heroes will be recognized with the surprise honour of being named this year’s Provincial Health Care Hero. A health care superhero, the Provincial Health Care Hero is selected by the entire judging team for standing out with their truly above and beyond contributions.

# About HEABC

The Health Employers Association of BC (HEABC) represents a diverse group of 250 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

# Board of Directors

*Board Chair*

**Betsy Gibbons**

*Affiliated Care Provider representative*

**Catherine Kohm** - Executive Director, Haro Park Centre

*Denominational Care Provider representative*

**Howard Johnson** - CEO, Baptist Housing

*Fraser Health representative*

**Dr. David Ostrow** - Interim President & CEO, Fraser Health

*Government representative*

**Elaine McKnight** - Associate Deputy Minister, Ministry of Health

*Government representative*

**Lee Doney** - Interim President & CEO, Public Sector Employers' Council Secretariat

*Interior Health representative*

**Dr. Robert Halpenny** - President & CEO, Interior Health

*Island Health representative*

**Dr. Brendan Carr** - President & CEO, Island Health

*Northern Health representative*

**Cathy Ulrich** - President & CEO, Northern Health

*Proprietary Care Provider representative*

**Gavin McIntosh** - Administrator, TCG Care Group

*Provincial Health Services Authority representative*

**Carl Roy** - President & CEO, Provincial Health Services Authority

*Vancouver Coastal Health representative*

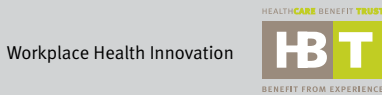
**Mary Akenhusen** - President & CEO, Vancouver Coastal Health

# Thank you 2014 sponsors

HEABC acknowledges the following organizations for their generous contributions to the 8th 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



---

## Green Apple



---

## Red Apple



---

## In-kind sponsors



BCHealthCareAwards.ca  
Twitter.com/@BCHealthAwards  
Facebook.com/BCHealthCareAwards  
YouTube.com/BCHealthCareAwards