



*Rewarding bright  
ideas in health care.*



BC HEALTH CARE  
AWARDS

2015

## 9th annual *BC Health Care Awards*

JUNE 22, 2015  
PAN PACIFIC HOTEL  
VANCOUVER

PRESENTED BY

**HEABC**  
HEALTH EMPLOYERS  
ASSOCIATION OF BC



## **Welcome from the Minister of Health**

Greetings to all attendees of this year's *BC Health Care Awards* and a special welcome to those of you nominated.

The BC Health Care Awards celebrate the successes in our province's health care community. A community that, over the years, has developed into an internationally respected provider of top-level health care as well as ground-breaking innovative health research. These awards allow us a moment to pause and reflect upon the successes in British Columbia's health care system and revel in the accomplishments of inspiring individuals and teams nominated.

I have had the opportunity to travel the province and meet many dedicated people working in health care. I am constantly impressed with your level of passion, pride and commitment you demonstrate in your jobs whether they are in hospitals, laboratories, care facilities or administrative offices. I wish I could be there in person to shake hands with some of BC's finest and congratulate this year's Gold Apple winners and Award of Merit recipients. Enjoy this special day!

Sincerely,

A handwritten signature in cursive script that reads "Terry 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, welcome to the 9th annual *BC Health Care Awards* luncheon.

These awards celebrate the very best in BC health care. They honour and reward excellence amongst our membership, and recognize the achievements of outstanding health care employees. Today's winners are truly exceptional and they will inspire you with their commitment to the health and well-being of the people of British Columbia.

Congratulations and thank you to all of today's Gold Apple winners and Award of Merit recipients. We are very happy to have this opportunity to shine a light on just a few of the people – both in direct patient care and behind the scenes – who make our health care system one of the best in the country.

Thank you to those who have supported the 2015 *BC Health Care Awards* including HEABC's members, the awards sponsors (see back cover) and this year's team of volunteer judges (see page 4). Finally, we thank all of you for joining us here today to celebrate these truly outstanding health care employees.

**Betsy Gibbons**  
Board Chair

**David Logan**  
President & CEO

## Thank you 2015 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 2015 award winners from an exemplary pool of nominees. We are very grateful for their support and contribution.

**Ms. Caroline Bonesky**

Chief Executive Officer  
*Family Services of Greater Vancouver*

**Ms. Pamela Cawley**

Dean, Faculty of Health Sciences  
*Douglas College*

**Mr. Greg D'Avignon**

President & CEO  
*Business Council of BC*

**Mr. Paul Drohan**

President & CEO  
*Life Sciences BC*

**Ms. Shelina Esmail**

Associate Partner  
PFM Executive Search

**Mr. Joe Gallagher**

Chief Executive Officer  
*First Nations Health Authority*

**Mr. Paul Gallant**

President  
*Gallant HealthWorks*

**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. Jack Styan**

Vice President of Strategic Initiative  
*Community Living BC*

**Ms. Arlene Ward**

President  
*Genesis Rehabilitation Ltd.*

**Mr. Ken Werker**

Managing Partner  
*Boyden Global Executive Search*

**Mr. John Winter**

President & CEO  
*BC Chamber of Commerce*

**Ms. Patricia Woroch**

Chief Executive Officer  
*Immigrant Services Society of BC*



# Agenda

Master of Ceremonies: Dr. Joti Samra, Registered Psychologist

Welcome from David Logan, HEABC's President & CEO

Welcome from Betsy Gibbons, HEABC's Board Chair

Welcome from Sabine Feulgen, Associate Deputy Minister (Ministry of Health)

## 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 Care BC

Closing remarks

## Giving back to BC's health care community

The *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:



Care BC is an HEABC member organization that provides health promotion and supportive care services – including Meals on Wheels – that allow seniors to live independently in their own homes.

# Top Innovation – Affiliate

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## Gold Apple Winner

**Organization:** Rosewood Manor

**Project:** Enriching the Quality of Care for Dementia Residents

**Project Leader:** Deborah Goegan – Administrator

**Team Members:** Rosewood Manor’s nurses, care aides, recreation manager and recreation aides, administrator, director of care, assistant director of care, dietician, pharmacist, doctor and a Richmond Mental Health team member

Rosewood Manor is a not-for-profit residential care home for seniors in Richmond that provides care and support to 156 residents. One of its units provides specialized care for 36 residents with advanced stages of dementia. To enrich the quality of care for these dementia residents, three simultaneous initiatives were implemented.

The first is CLeAR which stands for Call for Less Anti-psychotics in Residential Care. The second is PIECES – an acronym for Physical, Intellectual, Emotional, Centered on the resident, Environmental and Social. This approach looks to enhance care for individuals with complex physical, cognitive and behavioural health needs by identifying these needs and providing a framework for understanding why a person behaves the way he or she does. The third is the Gentle Persuasive Approach, which teaches basic understanding of dementia and its relationship with a person’s responsive behaviours – which can often be challenging or aggressive – and then offers strategies to help defuse those behaviours.

Thanks to these approaches, staff are seeing a difference in residents, and in themselves. Now, when a resident is showing signs of anxiousness, agitation or aggression, staff consider what may be the cause. Instead of reaching for medication, they use re-direction techniques such as access to art supplies or sensory books, music therapy, aromatherapy, or one-on-one visits to defuse the situation. They are also using technology such as Apple TV and iPads to engage and stimulate residents.

As a result, Rosewood Manor has greatly reduced the use of anti-psychotics amongst its residents and continues to work towards its goal to completely eliminate the inappropriate use of anti-psychotic medications. In addition, injury rates due to aggressive behaviours have gone down by one-third.



## Top Innovation – Affiliate

### Award of Merit Recipient

**Organization:** Canadian Mental Health Association (CMHA), BC Division

**Project:** Bounce Back: Reclaim Your Health

**Project Leader:** Jonny Morriss – Director, Public Policy, Research, and Provincial Programs

**Team Members:** Bev Gutray & CMHA BC team, Sandra Severs & CMHA North & West Vancouver team, Michael Anhorn & CMHA Vancouver Fraser team, James Tousignant & CMHA Cowichan Valley team, Christa Mullaly & CMHA Kamloops team, Sue Rossi & CMHA Vernon team, Janice Ivan & CMHA Kootenays team, Maureen Davis & CMHA Prince George team

*Bounce Back: Reclaim Your Health* is a free skill-building program for adults experiencing low mood or stress with or without anxiety. It offers two forms of evidence-based self-help: an instructional DVD with practical tips on recognizing and dealing with depressive symptoms; and, a series of educational workbooks with telephone-coaching to reinforce the application of cognitive-behavioural strategies for overcoming difficulties such as inactivity, avoidance, worry and unhelpful thinking. The overall goal of *Bounce Back* is to increase community capacity in the voluntary non-profit sector to respond effectively to individuals who live with mood problems, worry or stress, and who would benefit from improvement in their emotional well-being. This community capacity increase is designed to support primary care patients, primary care practitioners, and divisions of family practice across the regional health authorities and other family practice structures.

# Top Innovation – Health Authority

## Gold Apple Winner

**Organization:** Fraser Health

**Project:** Implantable Cardiac Electrical Devices: From Complexity to Optimization

**Project Leader:** Minnie Downey – Intern, Office of the CEO, Special Projects

**Team Members:** Loraine Best, Karen Bevan-Pritchard, Jorge Bonet, Lori Boothby, Robin Brinac, Manav Chaudhry, Christine Connal, Viv Giglio, Irene Harder, Jillian Harder, Sean Hardiman, Julie Harrison, Cathie Heritage, Judith Hockney, Allan Holmes, Shahzad Karim, Linda Lemke, Wendy Lilje, Sanji Lochan, Maureen McCroy, Arelen Palmer, Lorraine Prysunka, John Ramsden, Jocelyn Reimer-Kent, Gerry Simkus, Pat Wrigley

Fraser Health's Cardiac Service program implants more than 1,400 cardiac electrical devices – or pacemakers – each year. Growing demand was placing pressure on the system and patient care was being compromised because of longer-than-average wait times and cancellations. Through this project, Fraser Health sought to improve patient care by moving to an integrated system with a single point of entry for inpatients and outpatients, designed to meet the needs of the patient, clinicians and support areas while optimizing resources.

With input from the Canadian Foundation for Healthcare Improvement, the team at Fraser Health consolidated and standardized cardiac services across the health authority from four sites to two. Now 800 pacemaker procedures per year, or approximately 75 per cent of all cases, are being done out of the Jim Pattison Outpatient Care and Surgical Centre, with the remainder being done at Royal Columbian Hospital. Using an outpatient facility to perform these procedures for both inpatients and outpatients is a first in Canada. Also novel is the use of a non-anesthetist model where most procedures are performed using conscious sedation and a respiratory technologist.

Overall, cardiac implants increased from 22 to 30 per week, reducing the waitlist from 120 patients to 40, and no procedures were cancelled due to lack of staffing. Wait time targets were met 80 per cent of the time with the majority of inpatients receiving implants within 48 hours. Fraser Health Cardiac Services has shared the successful outcomes of this project with the Provincial Health Services Authority which is developing a plan to roll it out across the province.





## Award of Merit Recipients

**Organization:** BC Children’s Hospital (Provincial Health Services Authority)

**Project:** ON TRAC (Transitioning Responsibly to Adult Care) Youth Transition Initiative

**Project Leader:** Mary Paone – Nursing Lead for Transition

**Team Members:** Tahia Ahmed, Kyla Brophy, Patti Byron, Dewey Evans, Sandy Hwang, Lucinda Jones, Erin McFee, Susan Rabinovitz, Dr. Lynn Straatman, Dr. Curren Warf, Dr. Sandy Whitehouse

Over 98 per cent of children treated at tertiary pediatric centres will require transfer to adult care providers. However, for many of these children, a transfer to adult health services may result in a deterioration of their health status. ON TRAC is a province-wide initiative to support comprehensive, continuous, accessible and developmentally-appropriate care to youth and young adults (ages 12-24 years) with chronic health conditions and/or disabilities as they plan, prepare and transfer from pediatric care to the adult health care system. Transition is a very significant issue that is increasing. In 2006/07, 790 youth transitioned from BC Children’s Hospital to adult care. This year, more than 1,700 youth with chronic health conditions and/or disabilities will transfer out of BC Children’s Hospital. The project has resulted in the following initiatives: Transition Clinical Practice Guidelines; the Youth in Transition Project; and, the Youth Voice Project.

**Organization:** Vancouver Coastal Health

**Project:** Emergency Department (ED) iCare

**Project Leader:** Susan Seeman – Director of Strategic Initiatives

**Team Members:** Yasaman August, Laura Case, Michelle de Moor, Vivian Eliopoulos, Shannon Hopkins, Lori Korchinski, Dr. Doug McKnight, Shelina Meghji, Dr. Chad Kim Sing, Dr. John Sloan

The ED iCare project helps frail seniors avoid unnecessary hospital stays by identifying patients over age 70 in the emergency department who can be transitioned home with necessary supports allowing patients to be in the comfort and familiarity of their own home where they have the best chance to regain their strength and independence. By reducing the hospital admission rate, capacity is freed up for patients who do require acute care. Results include: a decrease in admissions through the ED of two patients per day – the equivalent of 22 inpatient beds (or an entire medical unit) being saved on a daily basis; a 12 per cent increase in weekly discharges; a 16 per cent reduction in revisits to the ED; a 21 per cent reduction in ED revisits with an admit within seven days; and, a 10 per cent decrease in ED visits following an admit within the previous 28 days.

# Workplace Health Innovation

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## Gold Apple Winner

**Organization:** Island Health

**Project:** Nanaimo General Hospital – Integrating Violence Prevention Policies into Practice

**Project Leaders:** Marci Ekland – Site Director, Nanaimo General Hospital

**Team Members:** Darin Abbey, Susan Anslow, Tracy Augustine, Dan Barber, Jill Breker, Catrin Brodie, Vanessa Caton, Barbara Dixon, Nicole Esleyer, Ashley Gueret, Gail Hannah, Michelle Holmes, Kerry Hoop, Mark Hunns, Christina Legg, Kelli Jennison-Gustafson, Tamara Judd, John Kalina, Nicole Meyer, Jaycille Neville, Lynne Plumbly, Amanda Rose, Carly Singbeil, Sonya Skeeles, Linda Thomas, Carrie Zelko-Norman

Statistics show that health care employees are more likely to experience workplace violence than prison guards or police officers. Much has been done in BC in recent years by employers and employees to help reduce this risk and make health care employees safer on the job. After rolling out comprehensive violence prevention policies at Island Health, the next step was to ensure success and employee safety by integrating these policies into practice.

Nanaimo Regional General Hospital welcomed the opportunity to be the first to implement this process with a goal to embed violence prevention practice into the site's safety culture. Six staff members were trained and scheduled to work shifts as violence prevention coaches. The coaches reinforce the information and skills taught to employees in the Provincial Violence Prevention Curriculum by supporting staff directly at the bedside – implementing violence prevention best practices into their clinical practice and patient care.

By taking a site-wide approach, targeting interventions and learning at the bedside, staff have made significant practice changes towards creating a safer environment for themselves and for patients. Completion rates for violence risk assessments and behavioural care plans on patients' charts have doubled. Staff feel more confident in managing difficult behaviours. Based on these outcomes, other sites within Island Health as well as other BC health authorities are looking to adopt this program in their facilities.



# Workplace Health Innovation

## Award of Merit Recipients

**Organization:** Fraser Health

**Project:** Site Security Incident Reporting System

**Project Leaders:** Scott MacMillan – Manager, Process Excellence & Performance Reporting, Integrated Protection Services

**Team Members:** Ema McMillan

The Integrated Protection Services (IPS) program is a corporate security program that services the four Lower Mainland health organizations – Fraser Health, Providence Health Care, Provincial Health Services Authority and Vancouver Coastal Health. The Site Security Incident Reporting System (SSIRS) amalgamated security reporting systems across these four organizations – encompassing 49 acute, primary, and residential care facilities – into one standard system. The SSIRS project solved privacy and confidentiality issues by storing reports on a dedicated secure network server owned and maintained by Fraser Health. It also allows improved intelligence sharing amongst the hundreds of security officers working at facilities all across the four health organizations, enhancing safety and security mitigation strategies and risk planning to improve the overall safety and security of health care staff. Also, the system's expansive data metric analysis capabilities allows the production of customized reports, and detailed data analysis and trending to improve security delivery models.

**Organizations:** Northern Health & Interior Health

**Project:** Duty-to-Accommodate Pilot Project: A Collaboration with HR Operations & Disability Management

**Project Leader:** Darlene Doricic – Disability Management Program Leader

**Team Members:** Kara Hannigan, Jasvinder Heer, Joan Meidl

Interior Health and Northern Health collaborated on a pilot project to create a duty-to-accommodate team focused entirely on the assessment, support and placement of employees with permanent disabling limitations. The overall goals of the project were to retain skilled workers, reduce the duration of sick leaves/long-term disability and WorkSafeBC claims, and adhere to a standardized process when dealing with disabled employees. The implementation of the dedicated duty-to-accommodate team created focused resources, standardized procedures and early intervention. The pilot has been a great success. At Interior Health, 48 per cent of cases were resolved within 30 days and at Northern Health, 57 per cent of cases were resolved within 30 days – a significant improvement over past practice. In 2013/14, WorkSafeBC short-term claim duration for both Interior Health and Northern Health improved by 19 per cent, and there was a long-term disability cost avoidance of six million dollars for the organizations.

# Collaborative Solutions

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## Gold Apple Winner

**Organization:** BC Provincial Blood Coordinating Office (Provincial Health Services Authority)

**Project:** Hospital Inventory Optimization Project

**Project Leaders:** Cecilia Li – Provincial Director & Dr. Doug Morrison – Medical Director

**Team Members:** Chris Biantoro, Dr. Victor Menghetti, Darlene Mueller, Chris Taruc

Blood is a precious resource within the health care system. Coming from volunteer donors, it is perishable and must be discarded if not used in time. With this in mind, the Hospital Inventory Optimization Project sought to minimize blood product wastage while ensuring sufficient inventory to deal with routine demands and life-threatening emergencies.

To achieve the goals of low waste, fresh blood and no shortages, an inventory management model was developed to better manage and allocate blood inventory at the hospital level, and to decrease the amount of product wasted. The project team collaborated with Fraser Health's Royal Columbian Hospital, Northern Health and the University of British Columbia's Centre for Operations Excellence which built a simulation model to test scenarios with modified ordering and issuing policies. As well, data was provided by Canadian Blood Services, BC's Central Transfusion Registry and the health authority Laboratory Information System.

Now less product is being wasted, Canadian Blood Services can issue the appropriate products and importantly, patients can continue to get the products they need when they need it. It was found that by ordering less, patient care was not negatively impacted; in fact patients received fresher blood which is linked to positive health outcomes and most importantly, the wastage rate decreased by 50 per cent – representing over half a million dollars in savings. Plans are in the works to roll this tool out to other hospital networks in the province. As the first of its kind in Canada, the model has the potential to be shared nationally with hospitals across the country.



## Collaborative Solutions

### Award of Merit Recipients

**Organization:** BC Emergency Health Services

**Project:** Decreasing Lead Time for Red (High Acuity / Emergent) Inter-Facility Transfers

**Project Leader:** Doug Garland – Manager, Kamloops Dispatch Operations

**Team Members:** Siobhan Annand, Andrew Binette, Stephen Clinton, Michael Elliott, Dan Froom, Rafal Gryzb, Joel Herrod, Simon Ip, Diane Jerome, Gordon Kirk, Colleen Lachance, Juanita Poelvoorde, Leeann Ring, Rob Schlamp, Sarah Scott, Tina Sharma, Kathy Steegstra, Jane Sun

BC Emergency Health Services provides provincial ambulance and emergency health services through the BC Ambulance Service and the BC Patient Transfer Network which plans and coordinates all inter-facility patient transfers. The main project goal was to decrease the lead time for high acuity inter-facility transfers from the point of initial call to when crews are dispatched from a median of 34 minutes to a target of 10 minutes. This project has led to improved patient safety, better processes, improved quality of information and more efficient service. The target of 10-minute turnaround time has been met and sustained, despite case volume increasing by 26 per cent since the launch of this new service model. This is all being accomplished with the same resources as before. Overall, between April 2014 and January 2015, 8,954 cases were handled and 78 per cent of these met the on-time drop-off target.

**Organization:** Vancouver Coastal Health

**Project:** Antimicrobial Stewardship Program: Innovation, Research, Education and Safety (ASPIRES) Team

**Project Leaders:** Dr. Jennifer Grant, Medical Director, ASPIRES & Dr. Tim Lau, Pharmacy Lead, ASPIRES

**Team Members:** Dr. William Bowie, Dr. Elizabeth Bryce, Linda Dempster (Alberta Health Services), Dr. Daljit Ghag, Felicia Laing, Dr. Patrick O'Connor, Dr. Nilu Partovi, Dr. Diane Roscoe, Salomeh Shajari, Dr. Titus Wong

The goal of ASPIRES is to improve patient care by collaborating with health care providers to successfully treat infections, reduce inappropriate anti-infective use, reduce adverse drug events and health care associated infections, and support sustainable health care. It is estimated that up to 50 per cent of anti-infectives are inappropriately prescribed. Appropriate anti-infective use improves patient outcomes, reduces adverse events, decreases the development of resistance and potentially reduces health care costs. Previously, there was no formalized program to educate prescribers on appropriate anti-infective use, assess target prescriptions for appropriateness, track prescribing patterns and measure the impact of anti-infective interventions. In 2013/14, the ASPIRES clinical team reviewed 794 Vancouver General Hospital (VGH) patient charts and suggested treatment optimization for 515 of these patients resulting in an overall reduction in use of antibiotics across the intensive care unit, medical and surgical wards at VGH translating to an estimated 2,980 avoided days of antibiotic therapy at these units.

# Health Care Hero

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## Gold Apple Winners

**Health Care Hero – Affiliate:** Frannie Cruise – Recreation Therapist  
**Organization:** Centre for Child Development

Frannie Cruise has spent 40 years creating programs that expand the horizons of children and young adults with disabilities. She has helped countless kids with special needs be active and full members of their communities through sport. This includes developing track and field programs, teaching adapted aquatics and getting recreational activities embedded in the community. Frannie has worked with the City of Surrey Parks and Recreation, the Surrey School District and various sports organizations to ensure that kids with special needs are actively involved in city and community programs, helping to create one of the best parks and recreation programs in the province for children with special needs. She developed a unique weight training program at the local YWCA that works in conjunction with the physical therapy treatment program at the Centre for Child Development, bringing together youth with disabilities and students planning careers in health care. She was also instrumental in starting the BC Cerebral Palsy Sports Association.

**Health Care Hero – Fraser Health:** Marika Sandrelli – Addiction Knowledge Exchange Leader  
**Organization:** Mental Health & Substance Use Program

Marika Sandrelli is a champion for the care of individuals with substance use challenges. Bringing passion, experience, knowledge and compassion to her role, Marika advocates the use of evidence and practice-based knowledge and skills as a means to enhance clinical knowledge and deliver client-centered service. Marika exceeds expectations in every initiative she takes on. When the Core Addictions Practice program targeted training 100 individuals per year, her creative planning tripled this number. More than 2,000 individuals have now been trained including 80 per cent of Fraser Health staff working in mental health and substance use, and this training is now being extended to public health, home health and emergency departments. Her caring approach has resulted in a more skilled, confident, supported and supportive workforce, who are not only better equipped to serve a vulnerable patient population with confidence and compassion, but who take pride in the work that they do.



## Health Care Hero

### Gold Apple Winners

**Health Care Hero – Interior Health:** Patrice Gordon – Nurse Practitioner  
**Organization:** Community Integrated Health Services (Cariboo Region)

Patrice Gordon's altruistic attitude and strong belief in the interconnectedness of life have guided her career. After working as an emergency flight transport nurse, and a high altitude and open ocean sailing medic, she has spent the past nine years delivering primary health care to six isolated, rural First Nations communities on the Chilcotin plateau. Trained to deal with medical crises beyond the basic nursing curriculum, Patrice is highly valued in these areas particularly where recruitment and retention can be challenging. A humanitarian at heart, in 2008 Patrice served as part of a multi-national medical unit in Afghanistan. She became a member of the Canadian Red Cross in 2010 and in late 2014 set course for the epicentre of the Ebola outbreak in Sierra Leone. Returning home Christmas Day, Patrice spent the holidays in quarantine after developing flu-like symptoms. After testing negative, she went straight back to work with her patients in the Chilcotin.

**Health Care Hero – Island Health:** Dawn Nedzelski – Chief Professional Practice & Chief Nursing Officer  
**Organization:** Island Health

Throughout her career as a nurse and health care leader, Dawn Nedzelski has demonstrated an unwavering commitment to both her patients and the nursing profession. Colleagues say it is Dawn's unique ability to bring people together that has made a significant impact on her immediate work environment as well as the broader Island Health community. After starting her career in frontline nursing more than 30 years ago, Dawn is now Chief Professional Practice & Chief Nursing Officer. Although she is now an administrator, Dawn has never forgotten her frontline nursing roots. Dawn is the first to ask how a proposed change will impact patient care, and works hard to ensure that patient safety and quality care are the driving forces behind administrative decisions. She has extended this approach to the community too – building bridges to groups that might otherwise feel marginalized and ensuring that the unique needs of each population are being met.

# Health Care Hero

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## Gold Apple Winners

**Health Care Hero – Northern Health:** Heather Floris – Head Nurse

**Organization:** St. John Hospital (Vanderhoof)

Drawn to nursing for the opportunity to help people at their most vulnerable, Heather Floris exemplifies selfless dedication in service to others including her family, community, staff and colleagues. Covering a busy rural emergency room requires skill, knowledge and an enormous capacity for flexibility. Universally cherished, Heather has been seen driving discharged patients home when no ride is available, picking up medications for those unable to do it themselves, leading the hospital response to emergency situations such as a fire at the local mill, and for simply “getting things done”. She was once witnessed pushing an unoccupied patient bed up a hill in front of the hospital to the attached residential care facility when it wouldn’t fit inside the elevator. With more than 15 testimonials accompanying her nomination – from the Mayor to the RCMP commander to her colleagues at the hospital – it’s clear the significant impact Heather has had on hospital care and the broader community in Vanderhoof.

**Health Care Hero – Provincial Health Services Authority:** Amy Pezzente – Eating Disorder Peer Support Worker

**Organization:** Kelty Mental Health Resource Centre, BC Children’s Hospital

Amy Pezzente has dedicated herself wholly to supporting people struggling with eating disorders, sharing her own story of recovery in order to help others. Through her tireless work, Amy has made huge contributions to increasing public awareness and education, but she has also helped many on a very personal, individual level. Amy provides mentorship and support to those struggling with eating disorders, disordered eating behaviours and body image issues. In addition, she coordinates peer support groups with the Looking Glass Foundation for Eating Disorders; she speaks in schools through Jessie’s Legacy Eating Disorders Prevention Program; she coordinates the “Love Our Bodies, Love Ourselves” movement and social media presence; she developed a resource, “From Survive to Thrive”; she regularly speaks to local media about eating disorder prevention; and if that weren’t enough, she coordinates the Provincial Eating Disorders Awareness Campaign, which raises awareness of prevention, early intervention and treatment of eating disorders.





## Health Care Hero

### Gold Apple Winners

**Health Care Hero – Vancouver Coastal Health:** Ian Denison – Physical Therapy Equipment Specialist

**Organization:** GF Strong Rehabilitation Centre

After breaking both of his legs at age 15, Ian Denison was inspired to become a physical therapist after seeing the critical role that physiotherapy played in his recovery. After completing training in the United Kingdom, Ian came to Canada and started work at GF Strong Rehabilitation Centre. With the exception of two six-month job exchanges, Ian has spent his entire career at GF Strong, becoming one of its most recognized faces. Ian also started the Rehab Equipment Expo – Western Canada’s largest assistive technology showcase, and founded the Solutions Student Design Exposition – an annual assistive device and health technologies design exhibition for BC post-secondary students. Ian regularly presents at national and international conferences to share what he has learned and advance his profession. He has been recognized by the Canadian Association of Occupational Therapists, the Canadian Physiotherapy Association, and the Canadian Adaptive Seating and Mobility Association both locally and nationally for his contributions in the field of rehabilitation therapy.

#### Provincial Health Care Hero

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 above and beyond contributions.

# About HEABC

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

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*Board Chair*

**Betsy Gibbons**

*Affiliated Care Provider representative*

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

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**Howard Johnson** - CEO, Baptist Housing

*Fraser Health representative*

**Michael Marchbank** - President & CEO, Fraser Health

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**Sabine Feulgen** - Associate Deputy Minister, Ministry of Health

*Government representative*

**Christina Zacharuk** - Deputy Minister, Public Sector Employers' Council Secretariat, Ministry of Finance

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*Island Health representative*

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

*Northern Health representative*

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

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**Elissa Gamble** - Director of Regional Development, Bayshore Healthcare

*Provincial Health Services Authority representative*

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

*Vancouver Coastal Health representative*

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

# Thank you 2015 sponsors

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HEABC acknowledges the following organizations for their generous contributions to the 9th annual *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.

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## Gold Apple

Health Care Hero



Top Innovation – Health Authority



Workplace Health Innovation



## Green Apple



## Red Apple



## Thank you 2015 suppliers



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