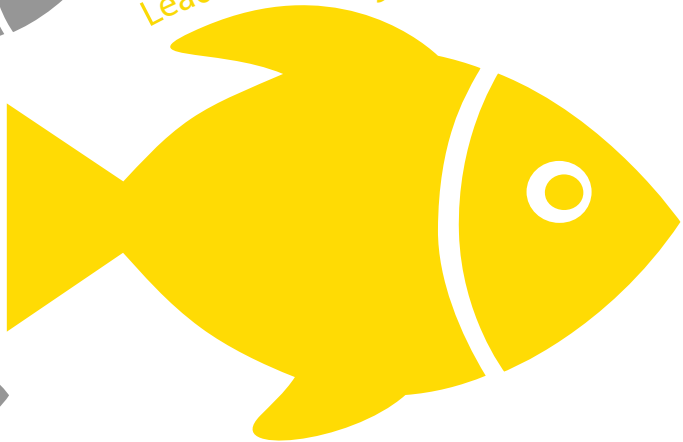




BC HEALTH CARE
AWARDS

Leading the way



2019
13TH ANNUAL
BC HEALTH CARE AWARDS

JUNE 24, 2019
THE FAIRMONT WATERFRONT
VANCOUVER

Presented by
HEABC
HEALTH EMPLOYERS
ASSOCIATION OF BC





BC HEALTH CARE AWARDS

Welcome from HEABC's Board Chair and President & CEO

Welcome to the 13th annual BC Health Care Awards. HEABC launched the awards in 2007 to celebrate achievements in BC's publicly funded health care system. The awards recognize outstanding individuals, projects and teams who work tirelessly to ensure that BC's health care system remains among the best in the world. They also remind us that care for patients, clients and residents is at the heart of what we do.

Over the past 12 years we have honoured some truly remarkable individuals, including nurses, physicians, social workers, administrators, pharmacists, paramedics, and medical technicians and technologists. We have also recognized groundbreaking teams working in the areas of mental health, cancer research and care, violence prevention, infection control, medical management, home health and residential care.

Thank you for joining us in celebrating all of our award recipients today. Today's Gold Apple and Award of Merit recipients join a long list of very worthy and inspiring award recipients. Congratulations to you all!

Thank you also to those who have supported the 2019 BC Health Care Awards, including HEABC members, the awards sponsors (see back cover) and this year's team of volunteer judges (see page 5).

Betsy Gibbons
Board Chair

Michael McMillan
President & CEO

Agenda

Welcome from Michael McMillan, President & CEO, HEABC
Master of Ceremonies: Marnie Goldenberg, Director of Directions Youth Services
Welcome from Betsy Gibbons, Board Chair, HEABC
Greetings from the Honourable Adrian Dix, Minister of Health

Lunch served

Gold Apple & Award of Merit recipients

Dianna Mah-Jones Award of Excellence In Person-Centred Care
Top Innovation
Workplace Health Innovation
Collaborative Solutions

Dessert served

Health Care Hero Gold Apple recipients

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

Closing remarks

Thank you 2019 judges

We would like to extend a heartfelt thanks to our judges for generously volunteering their time to select this year's award recipients. Our independent panel of judges is made up of leaders from BC's business, academic and health care communities. We are very grateful for their support and contribution.



Teresa Bissenden, Director
Patient & Public Engagement,
BC Patient Safety & Quality Council

Bernice Budz, VP
Patient Experience & Interprofessional
Practice, BC Cancer

Lisa Burns, Patient Representative
Patient Voices Network

Cheryl Burnstein, Nursing Faculty
Kwantlen Polytechnic University

Pamela Cawley, Dean
Faculty of Health Sciences
Douglas College

Janet Costa, Patient Representative
Patient Voices Network

Saleema Dhalla, Senior Director
Strategic Engagements & Development,
Safe Care BC

Paul Gallant, Principal Consultant
Gallant HealthWorks & Associates

Cathryn Jackson, Associate Director
UBC School of Nursing

Michael Kary, Director
BC Care Providers Association

Dr. Ronald Lindstrom, Adjunct Professor
Faculty of Social and Applied Sciences,
Royal Roads University

Margaret McNeil, CEO
Canuck Place Children's Hospice

Dr. Donna Murnaghan, Dean
School of Nursing
Thompson Rivers University

Harry Parslow, Managing Partner
The Caldwell Partners International

Adriana Ruso, CFO
Fraser Basin Council

Sheh Shojaee, Director of Operations and
Strategic HR, CPHR BC & Yukon

Dale Walker, VP
Employer, Industry & Worker Services,
WorkSafeBC

Arlene Ward, President
Genesis Rehabilitation Ltd.

Patricia Woroch, CEO
Immigrant Services Society of BC

iPACE (Integrating a Palliative Approach by Having Conversations Early), Regional End of Life, Vancouver Coastal Health



iPACE, led by Vancouver Coastal Health's (VCH) End of Life Program, seeks to improve the quality of end-of-life care by supporting caregivers to align care plans with the wishes and values of people, and ensure those wishes are communicated with family members and care teams.

The iPACE team provides on-site education,

coaching and mentoring to health care staff across disciplines and care settings who have not traditionally been trained in a palliative, or end-of-life, approach to care. Staff are encouraged to have early conversations with people who have a serious illness and may benefit from a palliative approach to their care, and learn how to document the conversations so that their wishes are respected.

Since its launch in 2017, the iPACE team has delivered 835 education sessions to 3,486 staff across VCH and has provided additional support and training to 314 champions across community and acute care settings. Staff who received training report increased confidence in having "goals of care" conversations, with a documented increase from 14 new conversations per month to 100.

For recognizing that a culture shift was necessary to support staff in having critical conversations, Vancouver Coastal Health's iPACE project has been awarded the Dianna Mah-Jones Award of Excellence in Person-Centred Care Gold Apple.

Project lead: Nadya Repin | Angie Martinez

Project team: Ingrid See | Sarah Lau | Dara Lewis | Umilla Stead | Laura Frisby
Katerina Velecky | Kristy Schafer-Blood | Angela Crawford | Jane Webley
Michelle Pan

Dianna Mah-Jones Award of Excellence In Person-Centred Care Award of Merit

Mobility: Back to Basics 100 Mile District General Hospital, Interior Health

Hospitalized patients lose muscle mass every day, resulting in time spent in rehabilitation for muscle recovery. At 100 Mile District General Hospital, hospital beds are at a premium and patients waiting for an available bed are often left in chairs with little to no opportunity for mobility. Recognizing this, 100 Mile District General Hospital came up with an initiative called Mobility: Back to Basics.



The aim was to increase mobility for hospital patients and change the culture within acute care to make mobilizing all patients a priority. To do this, they incorporated specific mobility plans into care plans, which were discussed daily at huddles and rounds with all team members.

With the team's combined efforts, the project has seen positive results. Mobilization has become a part of daily routines. Patients who may have previously been restrained are now able to walk either independently or with assistance. The project is starting to be recognized and taught to care teams across hospitals within the region.

For recognizing the importance of mobility care plans for patients, we present the Dianna Mah-Jones Award of Excellence In Person-Centred Care Award of Merit to Interior Health for their initiative, Mobility: Back to Basics.

Project team: Natalie Kulyk | Teresa Allwood | Mary-Ann Bedford
100 Mile District General Hospital and physicians

BC's Mobile Medical Unit: Applied Disaster Medicine Course Provincial Health Services Authority



All BC hospitals have Code Orange response protocols that aim to coordinate a safe and effective response to external disasters that may result in increased demand on hospital resources. However, fewer than 15 per cent of Canadian-trained physicians report receiving any form of disaster response training.

One of the challenges has been the lack of a framework or guideline outlining the expected roles of health care professionals and administrators during a disaster. The solution: The Applied Disaster Medicine Course.

The first of its kind in Canada, the standardized curriculum developed by BC's Mobile Medical Unit uses the latest literature in disaster medicine practices and can be adapted and tailored to meet the needs of regional health authorities and even individual hospitals. To date, over 100 health care professionals, including social workers, nurses and physicians have completed the Applied Disaster Medicine Course, and more BC hospitals have expressed interest in making it available to their staff.

For pioneering a proactive approach to better disaster response, Provincial Health Services Authority's Applied Disaster Medicine Course has been awarded the Gold Apple for Top Innovation.

Project lead: Dr. Mike Flesher

Project team: Peter Hennecke | Landon James | Jesse Sheridan | Jamie Carbello
Deanna Woo | Dave Evans | Erin Fukishima | Chris Lee | Patrick Oxicano

Top Innovation Award of Merit

Northern Health Trauma Dashboard Northern Health

Northern Health provides health care services for a diverse population of 330,000 residents in mostly rural and remote communities spread across 592,000 square kilometers – an area the size of France!

To do so successfully requires a great deal of coordination. Using state-of-the-art business intelligence software, the Northern Health Trauma Dashboard provides administrators and frontline health care providers with real-time information about trauma incidents and care across Northern Health, including trends, bottlenecks, transportation issues, and mortalities.

A partnership among Northern Health, the University of Northern British Columbia's Business Intelligence Research Group, and Trauma Services BC, the Trauma Dashboard supports health care professionals to identify patterns and needs, and proactively allocate resources in support of improved trauma care for Northern Health residents.

For recognizing that remote communities present unique health care challenges, we present the Top Innovation Award of Merit to Northern Health.

Project lead: Jordan Oliver

Project team: Dr. Waqar Haque | Jaimini Thakore | Lexine Heppner
Beth Ann Derksen | Kristy Zurowski



Keeping the Light Shining Providence Health Care Residential Care Interdisciplinary Research Team



The death of a resident in a long-term care home can be hard on the health care professionals who often develop close, personal relationships with residents. At one of Providence Health Care (PHC)'s long-term care sites, a group of inter-professional health care providers observed increased stress among residential care staff who were showing signs of burnout and exhibiting distancing behaviours.

Responding to this, the group introduced the research project “Keeping the Light Shining,” which aims to improve the health and well-being of health care providers at PHC’s long-term care sites. Recommendations from the project include acknowledging grief and stress among staff members, supporting caregivers in taking time to say goodbye to dying residents and coaching and comforting residents and family members during difficult times.

Since the project launched, staff have reported feeling acknowledged, informed, connected, empowered and inspired to take steps to maintain their own resilience to care for dying residents in long-term care homes. This in turn has enabled them to provide the best possible end-of-life care to residents.

For fostering better end-of-life care for residents and their families by supporting the health and well-being of health care providers, the Gold Apple in Workplace Health Innovation has been awarded to Providence Health Care’s “Keeping the Light Shining” project.

Project lead: Kit Chan

Project team: Anne Leclerc | Karen Pott | Chris Bernard | Annes Song
Dr. Joseph Puyat | Dr. Paddy Rodney

Workplace Health Innovation Award of Merit

An Innovative, Caring, Health-Focused Approach to Supporting Employee Attendance, Vancouver Coastal Health

In 2017, Vancouver Coastal Health set out to redesign its attendance and wellness program to provide improved attendance management services for employees who are ill, and better support for employees to stay healthy when they are at work.



The goal was to create a caring and supportive health-focused program that would also foster better workplace relationships among leaders and their teams.

By shifting to a more client-focused and responsive approach aligned with the provincial Enhanced Disability Management Program, the program, which was developed by a steering committee made up of frontline staff, union representatives and administrators, has resulted in faster, more sustainable return-to-work plans for ill employees, reduced sick leave, and an overall healthier and more productive workplace.

For recognizing the need to better support employees in the workplace, we present the Workplace Health Innovation Award of Merit to Vancouver Coastal Health.

Project team: Stacy Sprague | Laura Case | Wayne Balshin | Janet Henry
Simone Riml | Bernelle Yan | Eliza Wong | Lisa Truong | Tracey Charette
Parm Hari | Jackson Lam | Celia Bonneau | Sheila Tedford | Joanne Dickie
Anastasia Brown | Loic Belingard | Patricia Chung

The Harbour Community Health and Wellness Centre BC Emergency Health Services, Island Health, SOLID Outreach and Lookout Housing and Health Society



The opioid overdose epidemic has created a major strain on both public health and emergency response resources, and is beyond the capacity or scope for one agency or organization to effectively respond on its own. In response, BC Emergency Health Services (BCEHS), Island Health, SOLID Outreach, and Lookout Housing and Health Society joined forces to develop an

innovative model for a safe consumption site for the Greater Victoria area that integrates primary care, mental health substance use services, and supervised injection services all under one roof.

The Harbour Community Health and Wellness Centre is the first supervised consumption service within Island Health, and the first in Canada to fully integrate paramedics as part of a cohesive care team that includes harm reduction workers, nurses, persons with lived experience, and social program officers. Bringing together Island Health's experience with harm reduction and the social complexities of successful public health strategies with BCEHS's clinical expertise in the area of overdose response has resulted in improved treatment and prevention interventions for opioid users, and saved lives.

For working together to eliminate obstacles to accessing life-saving supports and services, we award the Gold Apple in Collaborative Solutions to The Harbour Community Health and Wellness Centre.

Project lead: Lance Stephenson | Brad Cameron

Project team: Mary Morrison | Echo Kulpas | Ruth Abramson | Megan Kriger | Tim Gorman Jack Phillips | Jerry Majalahti | Fred Cameron | Jaclyn Letourneau | Fiona Howlett | Dave Keeler | Amy Howell

Collaborative Solutions Award of Merit

Transplant First Initiative

BC Transplant, Providence Health Care, BC Renal Agency and the Kidney Foundation of BC

A successful kidney transplant from a live donor can as much as triple a patient's life expectancy, especially for those with advanced stages of kidney disease; however, conversations to invite people to become kidney donors can often pose a challenge. That's where the Transplant First initiative comes in. The first of its kind in Canada, the collaboration among BC Renal Agency's Kidney Care Centre Committee,



Dr. Landsberg (right) with patient

BC Transplant, the Kidney Foundation of BC and BC health authorities worked to inform staff and patients at the 13 Kidney Care Clinics across BC of the advantages and safety of living donation and provided tools to assist in finding willing donors.

Since its launch, conversations with prospective recipients about living donation have increased more than threefold, and the number of referrals initiated for transplant and the number of living donor referrals have also increased by 13 and 19 per cent respectively. The initiative has received national attention, inspiring other provinces to adopt similar programs.

For improving the quality of life and health outcomes for patients with advanced kidney disease through increased access to living donor transplants we award the Collaborative Solutions Award of Merit to Providence Health Care, BC Transplant, BC Renal Agency and the Kidney Foundation of BC.

Project team: Dr. David Landsberg | Monica Beaulieu | Jagbir Gill | Carolyn Jarvis Janet Williams

Janet Silver, Leader
Patient Relations & Patient Care Quality Office, Providence Health Care



As Leader for Patient Relations at Providence Health Care's Patient Care Quality Office, Janet Silver sets the standard for how Providence responds to patient questions, concerns and complaints – with honesty, transparency and respect.

Her compassionate and measured approach to addressing patient and family member concerns balances the need to advocate on behalf of individuals trying to navigate a

complex health care system, while offering understanding and the utmost respect for health care providers.

Janet uses her excellent judgement and conflict resolutions skills to treat each case with the care and attention it deserves, while also going beyond the scope of her formal duties. This has included working to reunite patients with lost items, supporting ill patients to stay connected with family members while in hospital, and even helping a discharged patient to replace a bicycle that was stolen from outside the hospital while he was receiving care.

Janet uses her social work skills every day. She embodies patience, understanding, compassion, and professionalism, which results in both patients and health care professionals holding her in high regard and trusting her to look for positive and fair solutions.

For embodying the values of respect, dignity, stewardship and compassion that are at the heart of Providence Health Care, Janet Silver has been named this year's Affiliate Health Care Hero.

Dr. Curt Smecher, Physician QI Advisor
Abbotsford Regional Hospital

Dr. Curt Smecher is an Anesthesiologist at Abbotsford Regional Hospital, but his students also know him as “Papa QI.” He is the founder and driving force behind Fraser Health’s Physician Quality Improvement Program, which has had a huge impact on the quality of care across Fraser Health.



In collaboration with Doctors of BC, the Ministry of Health, physician groups, nurses and allied health professionals, Dr. Smecher developed a world-class quality education program for quality improvement initiatives that has become the standard for all such programs across the province. Students have been coached on how to take ideas for improving patient care and turn them into practical and workable initiatives. Quality improvement team members say the program has left them reinvigorated, reminding them of why they chose health care as a profession!

Dr. Smecher has been a pioneer in involving patient partners in the quality improvement process, including patient advisors within the Quality Improvement Program itself, and encouraging students and others to include them as integral parts of every Quality Improvement team. He continues to push the quality improvement agenda at the local, regional and provincial levels, and is building collaborative networks with internationally renowned organizations such as the Institute for Healthcare Improvement and the Mayo Clinic.

For his work as a tenacious advocate for high-quality patient care and a leader in Physician Quality Improvement, Dr. Curt Smecher has been named this year’s Health Care Hero for Fraser Health.

Donna Gibbons, Nurse Practitioner
Slocan Medical Centre



As a Nurse Practitioner in the North Slocan Valley, Donna Gibbons is the beating heart of health care in her community. Her patients will tell you many stories of her providing personalized care, no matter the circumstances. In one instance, worried about the mental and physical health of a patient recently widowed and living alone and isolated, Donna checked in on him and found that he needed to go to hospital. The patient says he would not be alive today if it were not for her actions.

On another occasion, while at home recovering from an operation, Donna continued to check up on a patient who was in hospital, staying in contact with the patient to offer words of support and encouragement, even while recovering from surgery herself!

Having started her career as a community midwife before returning to school to complete a Master of Science in Nursing and then completing her certification as a Nurse Practitioner, Donna brings a passion for women's health to her practice that has raised the level of prenatal and post-natal care available to women in the North Slocan.

Her patients call her a "gifted healer" and a "real-life super-hero" who provides kind, compassionate and personalized care backed up by extensive knowledge, skills and experience.

For putting her heart and soul into her work, and providing life-changing primary health care in a challenging rural setting, Donna Gibbons has been named this year's Health Care Hero for Interior Health.

**Pauline Bernard, Director
Campbell River, Comox Valley & Area Integrated Health Services**

As a frontline nurse, nurse clinician, diabetes educator, administrator and leader in the Campbell River and Comox Valley region, Pauline Bernard has used her collaboration and leadership skills, and determination to drive concrete and tangible improvements to her community health care services.



Her crowning achievement just may be the Sunshine Wellness Centre. For years, Pauline observed people in her community struggling to manage chronic illness in part because related services were unconnected and offered at different locations.

Pauline's vision was to create a chronic disease management community, with a range of specialized services co-located at one integrated clinic, and when space became available at the Campbell River Hospital she saw opportunity. She met with representatives from all the chronic disease management services and sold them on the benefits of moving to a new, integrated, one-stop chronic disease management unit. She presented to a variety of groups to raise money for the renovations. She secured funding from The Campbell River Hospital Auxiliary and then brought her proposal to hospital leadership. Within a few months, the Sunshine Wellness Centre was a reality!

The Sunshine Wellness Centre model of chronic disease management has grown and flourished under Pauline's leadership. The concept has now been recreated in the Comox Valley and is being studied for inclusion as part a new hospital recently announced for the Cowichan Valley in Duncan.

For her commitment to breaking down silos in the name of improved treatment for chronic disease patients, Pauline Bernard has been named this year's Health Care Hero for Island Health.

Lexie Gordon
Quality Improvement Lead



As Quality Improvement Lead for Northern Health's Northeast Service Delivery Area, Lexie Gordon has used her passion for improvement to help shift the quality culture across all of Northern Health. She started her career as a medical transcriptionist at the Fort St. John General Hospital and later found her calling when Northern Health's Quality and Innovation team sought someone to coordinate their accreditation process with a focus on quality.

Lexie is recognized as a local, regional and provincial expert in quality improvement for her commitment to putting the patient at the centre of conversations about care, and for her promotion of comprehensive and consistent incident reporting as a critical component of quality improvement. She has been a tireless advocate for the province's Patient Safety Learning System.

For 16 years, Lexie has represented Northern Health on the BC Patient Centred Measurement Committee, where she helped develop a provincially coordinated survey to measure the patient experience in BC's health care system. The results have been used to improve the patient experience across the spectrum of care.

In 2010, she led the team that was awarded the BC Patient Safety and Quality Council team award for their quality improvement initiative in the area of medication reconciliation and in 2016 was awarded the 3M Canada Team Award for improving patient experience in cancer care.

For working to ensure that the patient experience and quality improvement are part of every health care conversation, Lexie Gordon has been named this year's Health Care Hero for Northern Health.

**Denise Bradshaw, Director
Provincial Health Initiatives, BC Women's Hospital and Health Centre**

Denise Bradshaw is committed to improving health care services for vulnerable populations, especially women who use substances. One of her major accomplishments was the development and establishment of the Heartwood Centre for Women, a residential treatment centre for women with substance dependence.



Throughout her career, Denise has consulted with vulnerable women receiving her care. By expanding hours of operation, and providing transportation, to modifying approaches to clinical supervision and making sure the needs of patients are properly considered during facility design, Denise has consistently worked to improve access to care.

Whatever the scale of the challenge, Denise does not accept shortcomings; she looks for system-wide improvements, collaborates with others, forges partnerships and delivers results.

One such example is when Denise led the establishment of Canada's first daytox program, significantly improving access to withdrawal management services and improving access for vulnerable populations. She has also championed increased access to primary health care services across Vancouver's downtown eastside.

For being a passionate health care champion making a difference in the lives of communities challenged by substance use, Denise Bradshaw has been awarded this year's Health Care Hero for Provincial Health Services Authority.

Dr. Todd Sakakibara, Primary Care Physician
Three Bridges Community Health Centre



Dr. Todd Sakakibara is a Primary Care Physician at Vancouver Coastal Health’s Three Bridges Community Health Centre. He has made a long-term commitment to improving health care for residents of Vancouver’s vulnerable and under-served populations. His innovative approach to community medicine can be seen in his leadership of the Vancouver BOOST Collaborative at his clinic that sees the highest concentration of

opioid overdose deaths. Improving access to integrated, evidence-based care for opioid users has resulted in a significant increase in the number of individuals who receive and remain on opioid treatment therapy.

Dr. Sakakibara is also an educator, researcher and mentor in the areas of LGBTQ health, substance use, mental health, transgender care, and addictions. Working with UBC’s Community Health Initiative, he developed an innovative, multidisciplinary rotation model to expose students and residents to the impact of the social determinants of health for marginalized populations in the downtown eastside.

In 2015, he was involved in a continuing professional development workshop called “But I Don’t Have any Gay Patients! Care for Men Who have Sex with Men,” which aims to build capacity for family physicians to provide primary care for this patient population, and move beyond sexual health into more complex issues.

For his commitment to improving health care in vulnerable and under-served communities, Dr. Sakakibara has been named this year’s Health Care Hero for Vancouver Coastal Health.

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, benefiting 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.



Board of Directors

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Betsy Gibbons

Affiliated Care Provider representative

Joseph McQuaid: Executive Director, Alberni-Clayoquot Continuing Care Society

Denominational Health Care Provider representative

Erroll Hastings: Executive Director, Zion Park Manor

Fraser Health representative

Dr. Victoria Lee: President & CEO

Government representative

Mark Armitage: Assistant Deputy Minister, Workforce Planning, Compensation & Beneficiary Services Division, Ministry of Health

Government representative

Christina Zacharuk: President & CEO, Public Sector Employers' Council Secretariat, Ministry of Finance

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Island Health representative

Kathy MacNeil: President & CEO

Northern Health representative

Cathy Ulrich: President & CEO

Proprietary Care Provider representative

Elissa Gamble: National Director, Home Health Operations, Bayshore HealthCare

Provincial Health Services Authority representative

Carl Roy: President & CEO

Vancouver Coastal Health representative

Mary Ackenhusen: President & CEO

About HEABC

The Health Employers Association of BC (HEABC) represents a diverse group of more than 218 publicly funded health care employers. Our members range in size from affiliate 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, negotiating six major provincial agreements covering more than 138,000 unionized health care employees.

HEABC also 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.

Thank you 2019 sponsors

HEABC acknowledges the following organizations for their generous contributions to the 13th 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.

Gold apple



Collaborative Solutions



HEALTHCARE BENEFIT TRUST



Top Innovation



Workplace Health Innovation



SafeCare BC

Dianna Mah-Jones
Award of Excellence in
Person-Centred Care

Green apple



Red apple



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