

Spring 2009

Saint Vincent's Nursing Home Newsletter

# Life at "2080"



www.svnh.ca



## Ethics Corner

### "Reflecting on the Ethical Role of Hope in Health Care"

The Ethics Committee recently met for a session entitled "Reflecting on the Ethical Role of Hope in Health Care". One of the psychosocial aspects discussed was that health care providers have an obligation to promote hope in residents. The ethical perspective is that there is a moral obligation of attending to emotions. Residents may be encouraged by the thought that they want to take a major trip but their doctor knows this is not possible due to health concerns. A discussion followed on how "False Hopes" can be reframed in a tactful manner so more reasonable hopes are considered. Everyone agreed that it takes discretion and experience to reframe a false hope and to encourage realistic hopes. Sometimes the expected arrival of a new great-grandchild can give a resident something to look forward to. Can you think of other things that give our residents hope?

Mary McIlwraith  
Chair, Ethics Committee

## Inside

*This n' That*

page 2

CREW update

page 2

Accreditation 2009

page 3

Nurse Practitioner Study

page 4

Team Updates

page 5

Education

page 7

Where's Waldo?

page 7

Pets on the Units

page 8

Infection Control Hi-lites

page 8

Voice Mail at Nursing Stations

page 8



## Annual General Meeting

You are invited to the 43<sup>rd</sup> annual general meeting on June 16, 2009 at 7:00 PM in the Windsor Room.

We welcome residents, staff, family members and volunteers to learn more about integration and health transformation in Nova Scotia.

Please RSVP by June 12 to the receptionist.

Remember - the refreshments are superb!

## This n' that

- Congratulations go out to Carol & Derek Munro on their 25<sup>th</sup> wedding anniversary.
- Christena Barrett is an intern completing her administrative rotation with Sheryl in the NS Dept. from May to August.
- A baby shower was held for Crystal Poirier by ES Dept. staff. Crystal is due June 21. Best wishes Crystal.
- Congratulations also go out to Neala Zoccoli who is expecting her first child in September.
- Yvonne Dawson's son is getting married June 13.
- Sisters Cathy Austin & Ann Conrad spent a fun-filled week vacationing in the Dominican Republic with their husbands.
- Margaret Sutherland is retiring on June 26.

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## 2008/2009 Fundraising Campaign

Our 2008/2009 campaign has come to an end! It has been our most successful campaign to date. We exceeded our goal of \$100,000 by raising \$133,238.

Thank you so much! The 3rd floor clinical area will be a tribute to your hard work.



**CREW Canada**  
Civility, Respect & Engagement @ Work

**Saint Vincent's Nursing Home**  
"Promoting Quality of Life"



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## CREW Update

The two areas that will participate in the first wave of CREW are Management/Administration and 2<sup>nd</sup> floor staff. The volunteer facilitators for the groups are:

Charlene Slaunwhite & Valerie Millington for the management/administration group and Colleen Meisner & Charlotte Atwood for the 2<sup>nd</sup> floor group.

If anyone is interested in facilitating a future group, or if there is a department or unit that would like to take part in the second wave, please let Sheryl Psiuk or Susan Sabourin know.

Can you find the answer to this  
brainteaser in the pages that follow?

**CHUTE CHUTE**

## **Survey Participation**



*Saint Vincent's*  
*Promoting Quality of Life*



**ACCREDITATION  
CANADA**  
*Driving Quality Health Services*

40% is the normal target for participation for most surveys. Accreditation required much higher rates and the staff at Saint Vincent's did not disappoint! Thank-you to all who took the time to fill out these surveys.

Long-term Care 63%  
Medication Management 56%  
Infection Control 41%  
Worklife Pulse 43%  
Patient Safety 38%

### **Accreditation 2009**

Ten gift cards to Sobeys were drawn from the names of those participating in the surveys. The Grand Prize was the Samsung Blu-Ray player won by Crystal Hiltz. And a special mention goes out to Environmental Services' who won both refreshment break rewards for highest response rates (full surveys 79% & mini surveys 57%) by a team.

So, what did the surveys tell us? For each survey, a number of red, yellow and green flags were triggered. Red and yellow means there are standards we need to review and green are all the things we are doing right. Teams and working groups are now reviewing the red and yellow flags and working to come up with action plans to make the necessary improvements. Some of the projects that will be starting or are underway are reorganizing the medication rooms, hand-hygiene audits, education sessions for staff, resident and families on infection control, safety, improvements to the orientation process and many others. There will also be a lot of work going on behind the scenes to ensure our policies and procedures are up to date.

The on-site survey will be in early October so there will also be prep sessions to familiarize staff with the new method of surveying. If you have questions, please let me know.

Angela Berrette,  
Manager, Quality & Planning

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**We hereby recognize the following residents  
who touched our hearts in so many ways, and who recently passed away.**

Winnifred Baker · Mary McKinnon · Shirley Fraser · Ruby Hamilton · Olive Bell ·  
Isabelle Johnson · Florence Newman · Edith Gordon · Pearl Webb · Cleo MacKay ·  
Margaret MacKinnon · Shirley Sutherland · Mary Doyle

## The Northwood Nurse Practitioner Study

As mentioned in an earlier newsletter, Dalhousie University School of Nursing in partnership with the Nova Scotia Department of Health and Northwoodcare Inc., is leading a research study on the effect of care provided by a nurse practitioner - family physician collaboration in a nursing home setting. Members of the research team are from the Dalhousie University School of Nursing, the Dalhousie University College of Pharmacy, McMaster University and Ryerson University. Saint Vincent's Nursing Home has agreed to participate in the project to enable a comparison with the usual primary health care provided in a nursing home. The study has been underway since spring 2008. The results of the study will provide important information that may inform policy decisions about how health care is provided for nursing home residents in Nova Scotia and elsewhere.

At Saint Vincent's, the methods used in conducting the study will include gathering information from residents' health care charts about the health services they have received. Over the summer, residents and families will receive a letter outlining how they may participate in the study. Participation in the study is totally voluntary. Identities will be protected at all times and information will be kept confidential.

**IF YOU WANT TO PARTICIPATE**, you do not have to do anything; the study coordinator, Clare Parks, will contact you by telephone to explain the study in more detail and obtain your signed consent to participate. **IF YOU DO NOT WANT TO PARTICIPATE**, you can indicate this on the form that will be included with the letter. Residents and families are asked to send this notice back to Saint Vincent's in the provided postage paid return envelope if they **do not** wish to participate. If you have any questions about the study, you can contact Clare Parks at 494-6071 or by email at [clare.parks@dal.ca](mailto:clare.parks@dal.ca).

Clare Parks



A birthday celebration for Father Cosgrove was held in the solarium on April 17. Charles Anderson gave Father Cosgrove birthday greetings on behalf of Saint Vincent's staff, residents and volunteers. Resident Betty Duruty (pictured left) presented Father with a handcrafted octopus. Birthday cake and refreshments were enjoyed by all present.



# Team Updates

## HR Team:

- Check the website [www.svnh.ca](http://www.svnh.ca) for a copy of the new employee handbook. Also, the exit questionnaire is now available on-line. This form is for employees leaving Saint Vincent's, so we can use their opinions about the work place and make it better.
- Recruiting RNs, LPNs and CCAs is becoming increasingly difficult in Nova Scotia nursing homes. In fact the problem is occurring nation-wide. To help with the recruitment of nursing staff, the Saint Vincent's Foundation has given money to help with various initiatives. A new initiative is a signing bonus to be paid out to new RNs, LPNs and CCAs who remain at Saint Vincent's for at least one year. The bonus is \$2,000 for full time, \$1,000 for part-time and \$500 for casual.



## Environment Team:

- 6th floor received a fresh coat of paint.
- 5th floor corridor to receive new wall protection, handrail, baseboard and paint.
- Earth Day events included a planting program with residents, casual day for staff and litter collection on the grounds.

## Leadership Team:

- Community Relations Committee organized another successful free lecture for the public – Knowledge is the *best* Medicine. Plans are already underway for next year's event.
- The Board completed the executive director's evaluation.
- The home was licensed by the Department of Health with several commendations.
- There is a new in-out board in the front lobby. Any comments or suggestions to improve or change it can be forwarded to the receptionist or Angela Berrette.
- Resident & family satisfaction surveys have been distributed. The results will be compiled over the summer.



## Volunteer Appreciation Brunch

Volunteers will be recognized at a morning brunch on Saturday, **June 27** at 10:00 AM in the Windsor Room.

Please RSVP to the receptionist by June 20.

## Volunteers

As the university school year came to an end, we sadly said goodbye to our 12 pharmacy students who have been at Saint Vincent's since September. They were a huge help in the Recreation Therapy Department assisting with programs, one-on-one visits, physiotherapy and medical escorts.

This summer we will again be looking for volunteers. There is a need for assistance in taking residents outside, for walks, feeding and spending one-on-one quality time.

If this interests you, please contact Kathy MacDonald at 429-0550 ext. 119 or email [kmacdonald@svnh.ca](mailto:kmacdonald@svnh.ca).

Kathy MacDonald  
Recreation Therapist



Tired of trying to find suitable slippers or clothing for your loved one who can't wear "off the rack" any longer? There are a number of on-line shopping catalogues that cater to nursing home residents with items such as wide opening slippers, comfort booties and other adaptive clothing.

Check out the following links or "google" 'adaptive clothing' to find more options. These sites are provided as examples – we do not endorse either company.

<http://www.silverts.com>  
<http://www.goldenwearclothing.com>



### Welcome New Employees at Saint Vincent's

Nicole Avery · Glenda Spencer ·  
Sheila Olsen · Amber Lorde ·  
Laura (Liz) Hackett · Candace Walsh ·  
Jessica Carrie · Ruth Brannon ·  
Kailey Curry · Amie Faloon ·  
Amanda Revels

Parachute

### Welcome New Residents to Saint Vincent's

Margaret Trengove-Jones ·  
David O'Brien · Marie McLellan ·  
Helen Baker · Lillian Ferguson ·  
Theresa Zibara · Adele Thibodeau ·  
Rosalind Smith · Ida Edwards ·  
Helen Mitchell · Elizabeth Osmond ·  
Helen Boutilier

## Education at Saint Vincent's

### Students

Two CCA students from NSCC have completed their final mentorship placement with the staff of the 6th floor. Nine 1st year Dalhousie nursing students were here on 2nd and 3rd floors for their first clinical experience. We have eight CCA students from Compu College coming June 8-12 for their first clinical experience on the 4th and 5th floors.

### Education

During the month of May, three staff attended U-First training, two staff attended Geriatrics 101 at the Centre for Health Care of the Elderly, five nursing staff attended the Palliative Care Front Line Education Workshop, and Debra Josey completed the Alzheimer Disease & Other Dementias Care course.

### Upcoming in June

The following in-services will be held in the 2nd floor meeting room from 1:45-2:15 PM.

Monday, June 8	Fire Safety
Friday, June 12	WHMIS
Monday, June 15	Back care
Tuesday, June 23	Choking

Virtual Dementia Tours will be held on June 16 & 18.....watch for more information.

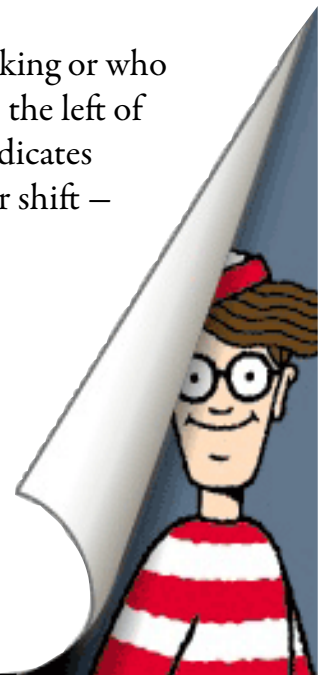
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## Where's Waldo?

Ever wondered if Charles was in (the building) or if the seamstress was working or who was in charge of maintenance? Well, our new **In and Out Board** located to the left of the elevators in the lobby, is meant to answer those questions. The board indicates whether a staff member is in the building or out of the building during their shift – if their name isn't on the board, they are not currently on duty.

Whether you are a staff member, resident, new family member or regular visitor, the board should assist you in finding your "Waldo". Don't see the person you are looking for or have feedback on the board, please let us know.

Angela Berrette  
Manager, Quality & Planning



## Pets on the Units

Saint Vincent's recognizes the emotional and social value of pets to many of its residents; therefore, pets are permitted on the units.

However, in order to ensure the safety of our residents, we ask that the following be observed:

- Pets must be on a leash or contained at all times and are not permitted to roam freely in the facility.
- Pets must not be in the lounges/dining rooms or the Windsor Room during meal service.
- Pets are not allowed in the main floor kitchen area.



*Murphy Maguire*

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## Voice Mail at Nursing Stations

Beginning Monday, June 15, each nursing unit will have voice mail activated on their phone. We are hopeful that voice mail will provide uninterrupted resident care while still allowing family and friends to inquire about their loved ones. Your patience is appreciated as we introduce this new system. Please pass along concerns or questions to reception, the nursing units or the undersigned.

Angela Berrette,  
Manager, Quality & Planning

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## Bowling for Big Brothers & Big Sisters



As in previous years on March 29, 2009 Saint Vincent's Nursing Home was represented in this year's Western Days Bowl for Kids Fundraiser sponsored by Big Brothers & Big Sisters. The team consisted of (pictured from left to right) Dale Henneberry (as Dale was ill, her friend, Cindy Naugle took her place), Ruth DeVenne, Diane Millar and Cathy Regan. It was a fun day which not only included bowling but also hoola hooping and line dancing. We raised **\$400.00** and would like to thank everyone who generously donated to this great charity.

Ruth DeVenne

Please feel free to submit articles directly to Nancy Maguire, editor, at [nmaguire@svnh.ca](mailto:nmaguire@svnh.ca)