



health

V • I • E • W • S

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R.B. (Bob) Brennan (left), Chair of the Riverview Health Centre Foundation, shakes hands with Neil Baker (right), executor of the Nikola Bjelajac estate. Norman Kasian, President & CEO of Riverview Health Centre, looks on.

Nikola Bjelajac's \$160,000 Donation Supports Rehabilitation of Body and Spirit at Riverview Health Centre

A generous donation from the estate of Winnipeg artist Nikola Bjelajac will be used to fund an ongoing art program for rehabilitation patients and assist in funding advances in rehabilitation services at Riverview Health Centre.

Known as the founder of the Forum Art Institute, the city's oldest not-for-profit art school, Bjelajac led a life coloured by generosity before passing away on February 22, 2006 at the age of 86.

Nikola's life, although colourful, was not without its trauma. Born in Milwaukee in 1919, he was barely out of college when he left for the war, serving in the American Armed Forces from November 1942 to January 1946. It was a life changing experience.

Bjelajac's participation in the Battle of the Bulge and his role in liberating the Dachau concentration camp left him scarred. Struggling with what today would probably be diagnosed as post-traumatic stress disorder, he did not seek rehabilitation until the late 1950s. After teaching art at the University of Saskatchewan, followed by a stint studying mural

technique and sculpture in Mexico, it was in Winnipeg where the artist finally found treatment.

"It helped him enough so he could move on with what he wanted to do," explains Neil Baker, a former student of the Forum Art Institute and the executor of Bjelajac's will.

From 1956 to 1962, Bjelajac joined the faculty at the University of Manitoba School of Art, where he taught such future luminaries as Ivan Eyre. His work then led him briefly back to Mexico, followed by a tour of Ontario as part of the Queen's Art Circuit. After a final stint teaching at the Banff School of Fine Arts, he returned to Winnipeg.

Then in 1964, Bjelajac and fellow local artist Steve Repa founded Forum. Their vision was to create a place where artists and aspiring artists – regardless of age – could exchange ideas while working

in a relaxed atmosphere under the tutelage of qualified instructors. "He didn't think talent was rare," explains Baker. "He thought everyone had genius and he wanted to help them find it."

Over the years, the Forum's students have included professional artists such as Andrew Valko, Helma Rogge Rehders and Arthur Horsfall as well as renowned teachers Leona Brown, Luther Pokrant and Jordan Van Sewell.

In fact, many established artists can trace their origins back to the Forum Art Institute.

At the same time, Bjelajac also saw art as therapeutic. "I think he was right about that," says Baker.

"Over the years, he welcomed many troubled people, and their experience with painting improved them tremendously."

"That's why he wanted his money to fund rehabilitation that

would address not only physical needs but psychological needs as well," he adds. "At Riverview Health Centre, rehabilitation encompasses both those aspects."

Riverview has adopted a holistic approach when treating rehabilitation patients; the recovery process requires a focus on both the physical and the psychological realities of rehab. Baker was also impressed by Riverview's reputation for using funds efficiently and effectively to develop care and programming. This would have pleased Bjelajac. Renowned for his frugality, the artist lived very simply, devoting all his resources to promoting art education in the community.

"During his lifetime, Nik was all about giving back," says Baker.

The Nikola Bjelajac Fund will continue that legacy. Riverview Health Centre will use the donation for ongoing funding of rehabilitation services, including art therapy. In this way, although Bjelajac may no longer be with us, his vision will live on for years to come.

Their vision was to create a place where artists and aspiring artists – regardless of their age – could exchange ideas.

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The Art of Healing

Before returning to his home in Waasagomach First Nation, artist Harvey McDougall had a vision of his experience at the Riverview Health Centre. "I woke up at five o'clock one morning and started to sketch," he recalls. "I really missed my family and my home. But I realized that being here was a way for me to get back to Waasagomach. Creating this painting for the Centre was a way to say thank you for being here and being healed."

In the painting, a healer embraces an aboriginal patient with one arm, pointing the way home with the other. Through this work, McDougall reflects on a journey that started on November 14, 2008 when he was transferred from the Health Sciences Centre to Riverview's Acquired Brain Injury Unit. A week

Continued on Page 2...



Harvey McDougall poses with the painting he created for Riverview Health Centre.

...Art of Healing Continued

earlier, while accompanying a friend to a medical appointment in Winnipeg, he had slipped on some ice, fallen and hit his head.

His world changed in an instant. His sense of balance, speech and memory were all affected in the fall. What did not change, however, was the need to express himself through his art.

During his rehabilitation at Riverview, he turned to his art for comfort. Using a pencil or marker on photocopy paper, he began to create drawings and sketches of the world he loves. When occupational therapist Adrianna Moreno and her practicum student Tamara Cameron realized what he was doing, they brought him a sketchbook so he could do more work and have the appropriate materials to do it.

Soon, the days that McDougall had found long and empty were brimming with activity as he filled page after page in the book. Doctors, nurses and therapists encouraged him to continue his work as a way of healing both physically and emotionally. His wife – who stayed in the city to be with him – was happy to see him sketching again.

It was not long before word of his artwork spread on the unit and other patients were coming to see

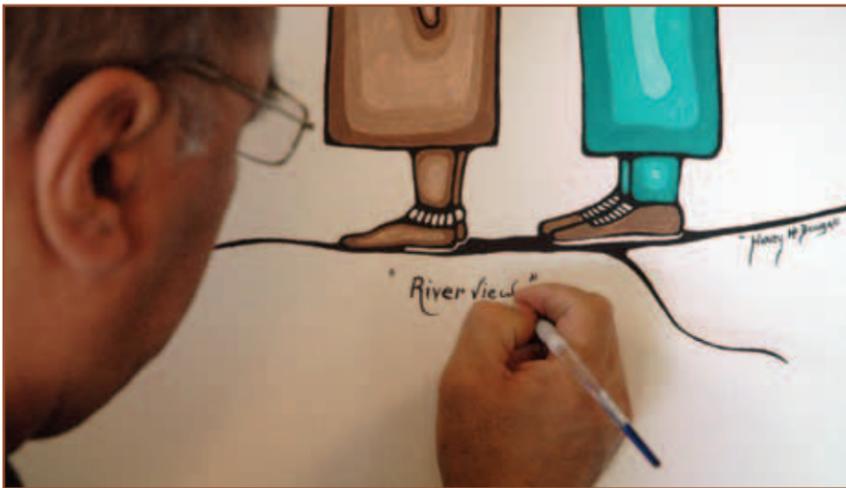
what he was creating. McDougall was quick to share his passion with others, igniting an interest in drawing, then helping young patients try their hand at the sketch pad.

“When we heard that Harvey was an exceptional artist and he was creating these wonderful pictures that he was sharing with others, we became very interested in helping him too,” notes Shirley Ladd, Manager of Corporate Allied Health. “Riverview’s role in rehabilitation is multi-faceted, and art as a form of therapy is something we believe in.”

Accordingly, the Riverview Health Centre Foundation was able to make a small contribution to this initiative by purchasing art supplies for the unit. It was these paints and canvasses that McDougall used to execute such a meaningful work of art for the Centre.

The artist hopes the painting will inspire other rehabilitation patients to see their time at the Centre as an important part of the healing process that eventually brings them home.

“It has planted a seed for us too,” adds Ladd. “We now realize the importance of having supplies and the wherewithal to include art in the therapy program, whether it be for physical therapy or to promote psychological well-being.”



Harvey McDougall at work on his painting for Riverview.

Take Our Kids to Work Day



Grade 8 student Travis Glowachuk worked alongside his mom, Kim Glowachuk, an administrative assistant in Volunteer Services, during Take Our Kids to Work Day last November.

On Wednesday, November 4, 2008, fourteen-year-old Travis Glowachuk spent a full day stocking shelves, counting money and preparing envelopes for Riverview Health Centre's Volunteer Services. Glowachuk was one of 18 grade 9 students who came to the Centre as part of Take Our Kids to Work Day, working alongside their parents in various units and departments across the facility.

“It’s a great way to introduce young people to the health care profession and to work in general,” says Jim Putz, coordinator of the day’s activities.

The students started their day at an 8 a.m. orientation session that included some general information about Riverview, as well as a safety presentation and a tour of the Centre. “They gave us some good advice, such as always looking into the mirrors before turning a corner,” recalls Travis. He also

appreciated seeing the different areas in the facility, including some that he had previously visited when volunteering with his mother, Kim Glowachuk, who works as an administrative assistant in Volunteer Services.

Every now and then, the Glowachuks bring their therapy dogs for a few hours on the units. But spending an entire day working at the Centre was an entirely new experience, one which Travis describes as both fun and demanding. “I went to bed pretty early that evening,” he admits.

For now, he is happy to spend his days as a student working towards a potential career as an auto mechanic. In the meantime, he plans to continue coming to the centre as a volunteer.

Says Travis: “Volunteering is important. Plus it helps you get a better job in the future.”

Jacqui Hopkins Receives Lori Yaworsky Award During Quality Week

This past October, Jacqui Hopkins received the annual Lori Yaworsky award in recognition of consistently excellent and dedicated service to both Riverview Health Centre clients and staff. The award was presented to Hopkins to honour the invaluable service she provides in her role as clerk in Rehabilitation, Allied Health, which often requires the juggling of a variety of tasks.

Hopkins has been at Riverview for nine years, and according to many of her co-workers, she exemplifies Riverview’s values of excellence in service, attitude, consistency and teamwork. Her positive outlook, willingness to take on new challenges and impeccable documents were cited by her peer nominators.

Hopkins was presented with a bouquet of flowers, a gift certificate and a trophy at an awards event during the annual Quality Week at Riverview. Eight other nominees were also recognized for their service at the celebration, which highlighted the myriad of excellent performances by all Riverview staff.

“There’s a genuine patient-focused care culture here, and our staff are ‘keeping it real,’” says Pat Zaborniak, the Quality Team leader for

the event. “We are always looking for ways to improve our care and service, and we listen to our customers. That is our constant focus. During Quality Week this year, though, we took a few moments to share and celebrate some of the very positive feedback we have received.”

To that end, the Quality Team created a display of the many unsolicited comment and feedback cards received from past residents’ families and former patients. For example, one comment card from a recent visitor noted, “Whenever I have visited Riverview, I have been impressed by the staff. Everyone seems to regard his/her role as a calling or vocation, not just a job. Residents (Patients) and visitors are treated with dignity, friendliness and caring. Bravo to all of you.”

Says Zaborniak: “The whole Riverview team makes this synergy happen. We are so thankful to have such a wonderful team of staff.”

Jacqui Hopkins agrees. “While it was a great honour to receive the Lori Yaworsky award, it was also very humbling,” she says. “It’s hard to be the centre of attention when so many others here are just as deserving.”



Chief Nursing Officer/Director of Patient Care Berit Hack congratulates Jacqui Hopkins for receiving the 2008 Lori Yaworsky Award.

Lori Yaworsky was Support Services Manager at Riverview Health Centre for over 20 years before she passed away suddenly after a brief illness in 2002. Her dedication to her work and her zest for life live on through this award.

“Your Care Plan” – Guiding the Journey Towards Discharge

Riverview Health Centre's new “Your Care Plan” document, used with rehabilitation patients on the Geriatric Unit, is a little like a school report card.

In collaboration with the patient, “learning” goals are outlined and a “graduation” date is set. If patients work hard and meet their goals, they get to “graduate” – in other words, they are discharged.

Heli Dedi, Patient Care Manager of 3W and the Day Hospital, says the advantage of the new “Your Care Plan” document is that it can be customized to fit the individual needs of the 29 patients on the unit. Each patient's document clearly outlines the rehabilitation goals and targeted discharge date. The document is signed by the patient and shared with family. When the goals are met, they get to go home.

In the past, care plans were discussed, but there was never anything in writing to share with the patient or family, says Dedi. “People didn't always remember what was said. Or we might tell the patient something, but the family missed receiving the information.”

In the last couple of years, a checklist was created. Starting last April, the new form – created and customized from a computerized template – was introduced. Now, when a patient arrives for rehab care after having difficulty (such as suffering a fracture after

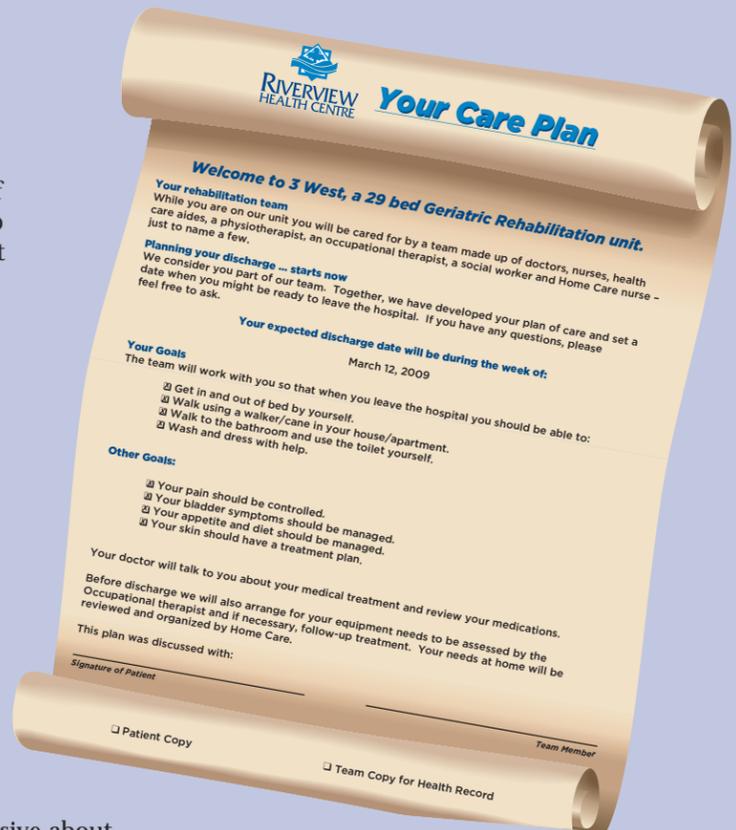
a fall, or experiencing a heart attack or lengthy illness that has decreased independence), the patient and the professional staff on the unit can work together to set the goals and discharge target date, officially record it, and get to work.

The goals, says Dedi, depend on the situation, but they tend to focus on physical actions, such as learning how to get out of bed safely, transfer to a wheelchair with or without help, wash, dress or use the toilet. “Much of it focuses on those little things that the rest of us take for granted,” she says. The patients, she says, want to regain what was lost.

The “Your Care Plan” document is a confidence-builder for patients. Sometimes, Dedi says, patients are apprehensive about going home. The document is affirmation that they are ready to be discharged. “We can tell them ‘you did a great job and you've met the goals outlined in your plan. You're ready to go.’ As soon as they get here, we start thinking

about what needs to be done so we can get them home again.”

The “Your Care Plan” document guides the journey to “graduation” day.



Open House Showcases Activities at Riverview's Rendezvous Club

On November 20, 2008, Riverview's Rendezvous Club held its first ever Open House. The event was a huge success, showcasing the various activities that the Rendezvous Club offers. All in all, over 25 people came out to enjoy the Open House, including family members of current program participants, case coordinators, Centre staff and nursing students.

The purpose of the Open House was to give the Rendezvous Club more exposure and to provide an opportunity for people to meet the Club's staff. “We wanted to help people to learn more about what we do,” explains Terrie Leppky, Rendezvous Club coordinator. “We had the Wii running, we displayed games and crafts, and we laid out various books.”

For those who don't know the program, the Rendezvous Club is a small, community based service which offers daily space for up to nine Riverview-area participants at the Centre's Princess Elizabeth

building. The Club also offers space for up to four participants from anywhere in Winnipeg who are on oxygen therapy. (Oxygen is provided for members while at the Club.) All members enjoy five hours of recreational activity, good food and stimulating social interaction.

To those who know the program, the benefits of the Rendezvous Club are far greater than what is outlined in any article or brochure. The Rendezvous Club offers time and space for friendships to develop and to enjoy old, forgotten pastimes. “It's a great way for participants to get out and reawaken interest in doing things they once found rewarding,” says Leppky.

The Rendezvous Club does its best to cater to participants' needs in today's changing world. In addition to traditional recreational activities, the Club offers internet access, has a wide variety of music and always carries the latest newspapers and periodicals.



A group of Rendezvous Club participants and guests enjoy a game of cards during the Open House.

Leppky explains that it is important to offer such diversity, as the face of aging is changing and a wide variety of lifestyles come through the Rendezvous Club doors. “We want our members to enjoy coming and spending time with the Club, so we have to stay current,” says Leppky. This also affords caregivers a five-hour break

– a much needed pause from an otherwise busy role.

Anyone interested in finding out more about the Rendezvous Club is invited to contact Terrie Leppky at 478-6153 or Lynne Stem at 478-6133.

Remembering...



...the holiday light display!



Many thanks to John C. Petersmeyer of Stantec Architecture for commissioning photographer Gerry Kopelow to take these great shots!

Riverview Health Centre Foundation News



Circle of Life

Riverview is "Charity of Choice" for Circle of Life Donor

The two guarantees in life are death and taxes; however, a planned gift may reduce a donor's tax bill while allowing them to support the charity of their choice. Riverview Health Centre Foundation's Circle of Life offers donors the opportunity to support the health care facility by making a donation through their estate.

Darryl Moore has decided to become a Circle of Life donor. She has named the Riverview Health Centre Foundation as the recipient of a bequest in her will.

"I am a firm believer in what the Centre is doing," says Moore, adding that Riverview is her charity of choice. "The quality of care is excellent. Residents are treated with respect and dignity."

Originally, she had intended to leave money to several charitable organizations. Then two years ago, she decided to consolidate her donations into a larger gift for the Centre.

As an active palliative care volunteer in Steinbach, Moore is passionate about contributing to the health care system. She has followed Riverview Health Centre's development with keen

interest. "When I grew up as a child in Winnipeg, I knew it as the Princess Elizabeth Hospital," she remembers. "Since then I've seen the Centre go through many changes. I am so impressed with how Riverview has developed."

Throughout the years, Moore has visited Riverview many times. She encourages others to do the same.

While at the Centre, visitors are welcome to drop by the offices of the Riverview Health Centre Foundation to explore the various possibilities available for donating. Sheldon Mindell, Riverview's Development Officer, will be pleased to detail the different approaches to making a planned gift. He can also be reached at 478-6197.



Darryl Moore receives a plaque from Sheldon Mindell, Development Officer at the Riverview Health Centre Foundation. This plaque acknowledges her membership in the Circle of Life and her commitment to leave a planned gift.

Donation Helps Riverview Explore Research Opportunities

One crisp day last fall, Bob and Carol Hibbert walked into the Foundation Office at Riverview Health Centre. Their mission: to make a donation to research at the Centre.

Bob's aunt has been a resident on the Special Needs Unit at the Centre for about three years. During that time, the Hibberts have been impressed by the level of care and dedication exhibited by the staff.

"Manitobans are fortunate to have such a wonderful facility available for those who need it," says Bob Hibbert. "It seemed appropriate to make a donation to support the research department at Riverview as the Centre continues to explore new ways to care and program for the residents."

Staff at the Centre recognize the importance of bringing a variety of experiences and services

to residents at Riverview. These experiences are often delivered by a multi-disciplinary team that includes, but is not limited to, social workers, recreation facilitators and, at times, music therapists.

"The Hibberts' donation is very timely," notes Sheldon Mindell, Development Officer for the Riverview Health Centre Foundation. "We are making serious strides to fund research on an ongoing basis."

Riverview is always looking for new ways to enhance the quality of life of older adults and people with chronic or terminal illnesses. As health issues arise, it is reassuring to know that the Centre is capable of undertaking research to improve the lives of its patients and residents, and donors like the Hibberts are willing to fund these important initiatives.

In Memory or in Honour Of Donations

Contributions to the Riverview Health Centre Foundation help the Centre to meet community needs by providing funding for new equipment, special services, updated facilities, innovative programs, research and education that are above and beyond the Centre's day-to-day operations. Donations can be made to the Foundation as memorial gifts, honorariums, or to commemorate special occasions and important milestones.

DONOR RECOGNITION LEVELS

Founder	\$100,000+
Benefactor	\$50,000 - \$99,999
Patron	\$25,000 - \$49,999
Builder	\$10,000 - \$24,999
Partner	\$5,000 - \$9,999
Supporter	\$1,000 - \$4,999

Gifts were received for the following people from Nov. 16/08 to Feb. 6/09:

Jean Anema	Vytautas (Victor)	Phyllis Pomozybida
Herman & Donna Arason	Janciukas	David Popiel
Martha Bauer	Sigrun Eleanor Johannson	Victoria Joan Prescott
Tom Beggs	Eva Kalian	Lucille Puhach
Dick Bell	Rae Khan	Norman James (Jim) Rehill
George Boivin	Serge Kittner	Loretta Robinson
Cliff Broughton	Henry Klassen	Marguerite Ross
William (Bill) Brownscombe	William Kullman	Brian Seale
Ron Clubine	Benoit Joseph Louis Lacroix	Robert Sharpe
Freda Coodin Posner	Mary Lees	Margaret Shiells
Victor Coss	Brenda Leipsic	Edward R. (Ted) Siddall
John W. Dick	Jack Lipsey	Wendy Sigmar
Mary Ellen Doyle	Eva Lubig	Elie Leo Silvera
Mary Jane Duncan	Christine Mackow	Robert (Bob) Spencer
Donna Durrant	Robert Martin	Robert Stalker
Harry Eggett	Stephen McDonagh	Tom & Margaret Tapley
Harvey Fiebelkorn	Robert McLeod	Robert (Bob) Thompson
Ella Foxon	Alfred (Alf) Michaud	Barry Thornson
Alexander Fritzsche	Alphonse Louis Michaud	August Thorvaldson
Sam Gordon	Barbara Mollard	William Titz
Valerie Hacko	Russ Montgomery	Betty Lila Tomlinson
Larry Halagaza	Michael Murray	Salma Ume
Violet Hazle	Denise Nobiss	Joe Vielgut
Gwynneth Lillian Henderson	Mildred Norquay	David Edwin Warner
Allister Hickson	Marianna Olbert	Alma Whiteside
Gary Hunter	Lionel Orlikow	Stewart Wilcox
Dorothea Hurtecant	John Benson Orvis	W. Glenn Wilkinson
John Hyrich	Julie Ozunko	L. P. Williams
Fran Ivey	William Perchaluk	Cecil Winter
June James	Bernice Pinch	
	Desmond Pitts	

Riverview Health Centre Foundation News



Join Us!

Get your friends and family together for a fun evening as the Riverview Health Centre Foundation celebrates **the Event** – the 2nd Annual Designer Competition, Auction & Dinner on:

Tuesday, April 28th, 2009
Winnipeg Convention Centre

Time 5:30 p.m.

We've set a place for you



SPONSORS TO DATE

Title Sponsor: Manitoba Hydro
Sponsors: Air Canada, CTV, The Great-West Life Assurance Company, Hobbs And Associates, Manitoba Blue Cross, MLCC, Paul's Hauling Ltd., P.M. Associates, Riverview Health Centre, Western Living, Winnipeg Free Press

DESIGNERS of the spectacular themed dining vignettes to be showcased at the Event include:

- 5468796 Architecture Inc. • The Bay • Canadian Decorators Association
- The Costume Museum & RWB Things Shop • Lee Toews Design
- MDI Agencies • The Old House Revival Company • Stantec
- St. Mary's Nursery & Garden Centre • Tom Powell Design Studio

ALSO INCLUDED in the evening's festivities will be a gourmet meal, a silent auction and a live auction with superb prizes led by auctioneer Bill Knight.

All money raised at **the Event** goes to support rehabilitation programs and services, education and research at Riverview Health Centre.

2nd Annual



Riverview Health Centre Foundation wants to build on the success of last year's Event. To reserve tickets, call 478-6220 or email at info@theeventrhcf.com

Generous Group Donates Wii Music Games to Riverview

When Joanne Ward started planning her annual Christmas party with past and present Concordia Hospital colleagues, she decided to do things a little differently. Rather than the usual 15-dollar gift exchange, Ward asked her friends about contributing money towards buying music games for Riverview Health Centre's Wii consoles.

The idea was met with enthusiasm and, together with a top-up from Ward and her husband, the December 6th party ended up raising \$350 – enough money to buy seven Wii music games for the Centre. "I was thrilled with the response," says Ward. "I couldn't believe we had raised that much money!"

Ward has been raising money for Riverview for some time through the Centre's annual Cycle on Life event. It started in 2000 when Ward's husband, Greg, became acquainted with some of the Centre's staff through his marketing firm. He could see how much staff believe in what they do, so he decided to get personally involved. Since then, the husband-wife pair has biked in each Cycle on Life event and has raised over \$25,000 for Riverview.

There is never a shortage of ways to donate time or money to Riverview, so when the Wards



Greg & Joanne Ward: long-time supporters of Riverview Health Centre.

learned that the Centre wanted to acquire some Wii gaming systems, they were interested in donating a few. However, by the time they looked in to buying the Wiis, the Centre had already received enough from elsewhere.

"That's when we heard that there was still a need for some music games, and from there the idea just grew," says Joanne. "This experience has reminded me that people really can avoid some of the annual gift exchanges and instead use that opportunity to help others."

To date, Riverview has acquired 14 Wii consoles and a variety of games and programs. The donated music games will be shared by the various units at the Centre and will be used in therapeutic and recreational activities.

Click to Donate!

Donating to the Riverview Health Centre Foundation has entered the 21st century. It is now possible to make a tax-deductible donation from anywhere, anytime by accessing www.rhcf.mb.ca.

Click "donate now" at the top of the page for a variety of options, including "donate online." Making a gift involves a few simple steps.

1. Fill out personal information.
2. If you want to include a personal message, then select the "In Honour" or "In Memory" option.
3. Select either the "physical" or "electronic" card option.
4. Select either Visa or Mastercard on a secure site.
5. Watch for your electronic receipt.

While online explore the Riverview Health Centre Foundation web site.

And to make things convenient for riders and donors in the Cycle on Life, the Foundation will soon offer online registration, donations and electronic receipting.



Giving has never been easier!



RIVERVIEW HEALTH CENTRE FOUNDATION

Join the Riverview Health Centre Foundation on Sunday, June 7, 2009 to ride one of two routes: the 15 kilometre street ride or the Gord's Ski and Bike Trail ride. All money raised goes to support rehabilitation services at Riverview Health Centre.

Register & PledgE ON-LINE NOW!

www.rhcf.mb.ca

or call Sheldon Mindell at 478-6197

RHC Foundation Board of Directors



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AB2 Patients Create Intriguing Poems in Thriving Writing Group



It's been said that to understand someone you must first walk a mile in their shoes.

Sadly, this is not always possible, as nobody can really

know what it is like to live with Alzheimer's – or any other form of dementia – unless we ourselves experience it. Indeed, the very nature of the disease prevents us from doing so. But on Riverview's AB2 unit, as well as on many similar Alzheimer's units throughout North America, staff are working diligently to find ways of unlocking the thoughts and words still living within the many people suffering from the disease.

Ten years ago, social workers on AB2 started offering weekly art meetings to patients living on the ward. The idea was born out of research that indicated that when Alzheimer's patients can spend energy on creative outlets, their overall happiness and sense of belonging increases.

"There are actually pockets in the brain that are untouched by dementia," says Kim Olver, Patient Care Manager on AB2. "When these pockets can be unlocked, people with Alzheimer's can regain some normalcy in life. While engaged in art, patients have the freedom to express what is natural to them. They don't have to feel inadequate because of an inability to answer questions."

Today, there is a range of creative outlets, including painting, music and poetry, offered to people living with Alzheimer's.

At Riverview, there is a writing group that meets every Thursday afternoon for an hour of brainstorming and reminiscing. The group of seven to 10 members is led by Ina Baas-Penner, a chaplain at Riverview, and Cheryl Lindsay, a recreation facilitator. Over the past four years, these two staff members have assisted the residents to pen a collection of over 30 poems.

"Our goal is to weave their thoughts and memories into a story or poem. The residents express words around a topic and we turn their words into a masterpiece," explains Lindsay.

Aided by the use of a poster board and a marker, the writing group follows a loose format and usually spends about three weeks on any given topic. Each session begins with the introducing of names and ends with a song, but apart from that, is entirely resident-led. During the first session, group members choose the topic based on the direction of their conversation. Words are written on the poster board as they are expressed; no word is left unwritten. The second week sees the group refining the work and choosing a format for the writing – usually some sort of poem. And in the third week, Baas-Penner and Lindsay read over the final copy that they have edited and tweaked.

Through this string of creative community time, a remarkable scene unfolds. "People who don't tend to talk or say anything at all suddenly make expressions and say things and smile; they are comfortable and calm, happy and connected," says Lindsay. "We unlock the stories that are in them and build the emotional connection that never really leaves them."

Christmas Through the Years

To
make
Christmas
bright
all we need is
a little help...a few
decorations...a manger
with baby Jesus...
Christmas concerts and carols
cutting the tree
turkey and stuffing...or maybe a goose
fudge...Christmas pudding...how about some
tourtiere?...Christmas cake and Christmas
cheer and Rudolph the red-nosed reindeer...
kids - just picture their faces as we make the
rounds to visit everybody's house...family
gatherings with old and small...children
leading prayers...
a soft and friendly heart towards
people...Christmas in the country...on the
farm...we had
a wonderful time and ever since, I
think...things change time after time but...
There's not much I don't like about Christmas!
Joyeux Noel from AB2
Silent
Night
Stille

By Creative Writing Group Members on AB2

Partnership with Ten Ten Sinclair a First for Riverview Health Centre



The working relationship between Riverview Health Centre and Ten Ten Sinclair helps ventilator-dependent people to live successfully on their own in the community.

A new working relationship between Riverview Health Centre and Ten Ten Sinclair Housing Inc. means some ventilator-dependent residents at Riverview now have an opportunity to move into the community and live independently.

Nadine Breland, Patient Care Manager for the Respiratory Rehabilitation Program at Riverview, says working with Ten Ten Sinclair – a Winnipeg-based agency that promotes, supports and develops independent living for people with physical disabilities – is a first for Riverview.

Often, people who are ventilator-dependent have few options for independent living. Many end up living out their lives in a personal care home such as Riverview, where round-the-clock care is available to them. But the new community living model offered by Ten Ten Sinclair provides suitable candidates with an attractive option.

Ken Cassin, the Managing Director of Ten Ten Sinclair is excited, too. His organization is in a partnership with the Winnipeg Regional Health Authority (WRHA) Home Care Program to offer the ventilator community living model to eligible candidates who want to live as independently as possible in the community.

"Our view is that people need two basic things to live independently – a welcoming, accessible environment and a service package that meets their individual needs. The emphasis is on tenants directing their support as much as possible," Cassin explains.

Ten Ten Sinclair has suites for eight ventilator-dependent people,

though so far only three individuals are living there. Like the building itself, each suite is accessible and equipped with a variety of high-tech features that enhance safety and independence.

Joining the ventilator community living model also means these individuals have access to specialized supports for their ventilation needs. A WRHA respiratory therapist is part of the service team, available weekdays to provide training and supports as needed. Attendant staff, who are available round the clock, have basic respiratory support training. The tenants also receive training on how to manage their ventilators.

The attendants make scheduled calls to each tenant throughout the day to assist with activities of daily living. The tenants take responsibility for directing their attendant staff on how to support their individual needs. The tenants also receive a variety of other supports, including coaching in personal and household management, to help them maximize their potential to live on their own.

Ten Ten Sinclair has been involved with many tenants over the years in developing shared care service models.

"We're pioneering this model with the WRHA and people who are ventilator-dependent. Their needs add another layer of complexity to the picture, but we are all working to create and maintain a service environment that recognizes people's independent living interests," says Cassin. "We see this as another option for people with disabilities who want to live independently in the community."

Success Story

Nadine Breland, Patient Care Manager for the Respiratory Rehabilitation Program at Riverview, says a 30-year-old man, who would otherwise have lived his life at Riverview, was the Centre's first participant in the new program. In November, the young man moved from Riverview into his own suite in Ten Ten Sinclair's apartment building, located at 1010 Sinclair Street in the Garden City area of Winnipeg.

He participated in a 60-day trial period and is now living successfully on his own. "This was a person who didn't want to live out his years in an institutional environment. We're really happy and excited that this is working for him," says Breland.

Patient Safety Study: Making Sure Day Hospital Patients Get Long-term Service After Discharge

A study that looked at ways to reduce health and safety risks for elderly patients moving from day hospitals to community-based care has resulted in four main recommendations.

The 18-month study, which concluded in October, sought input from clinicians and patients from the Day Hospital at Riverview Health Centre, as well as from three other Winnipeg day hospitals. The lead investigator was Dr. Cornelia van Ineveld, who provides physician services at Riverview and is a geriatrician practicing out of Geriatric Medicine at St. Boniface Hospital. Co-lead investigator was Dr. Elizabeth Boustcha, Chief Medical Officer at Riverview.



Patients discharged from day hospital programs are at greater risk of falling, or mixing medications, or becoming malnourished again.

In an interview, van Ineveld explained some of the impetus for the study, which was funded in part through a grant from The Canadian Patient Safety Institute.

One-third of patients will begin to struggle again with mobility issues and other forms of decline.

“We know that within three months of being discharged from a day hospital program, one-third of patients will begin to struggle again with mobility issues and other forms of decline. They're at greater risk of falling, or mixing medications, or becoming malnourished again. So the question is “how do you keep track of that population and make sure they get the long-term services they need?”

Van Ineveld says the study's four recommendations (see sidebar) address that and other concerns. Action plans have been developed in response to the recommendations and are slated to be implemented at Winnipeg day hospitals over the coming months.

The study's findings and recommendations were greatly strengthened by the involvement of clinicians at Riverview, says van Ineveld. “They took a really active role in reviewing their own data, and their own charts and processes, and they were part of the focus groups, so they put a lot of time

Study Recommendations:

How can patient safety be improved for elderly patients moving from day hospitals to community-based care?

1. Develop a follow-up process. The study showed that while day hospitals provide intense short-term clinical care, more needs to be done to identify and follow up with high-risk discharges to make sure their long-term needs are met.

2. Develop more consistent documentation and communication practices among day hospitals. The study showed that the variations in terminology and documentation practices used by day hospitals can cause difficulties when comparing risk assessment and management processes across sites, and can create confusion among community agencies and care providers.

3. Use of a “risk review” form. When patients are referred to the day hospital, their risk issues have already been identified by the referring agency. Frequently, the day hospital team identifies additional risks. However sometimes in the care planning process, teams lose track of some of the risk issues. As a result of the study, a chart review form was created that can be used as a template to develop a “risk review” checklist for use when planning care and at discharge.

4. Increase pharmacy support to day hospitals. The study showed about one-quarter of day hospital patients are on more than 10 medications, and some of them experience problems self-managing their meds. As well, their lists of medications are not always updated at discharge and communication with community pharmacists is sometimes infrequent. A pharmacist on site at a day hospital could provide support to clinicians, patients and their local pharmacists.

into it. They not only helped us to identify the problems, but also to come up with the solutions.”

It's important to stress that the problems identified in the study are not unique to geriatric day hospitals, says van Ineveld. “They can be present in any programs operating across multiple sites or in programs that manage patients with complex chronic diseases.”

More importantly, she added, the study “was an opportunity to improve what is already a valuable service provided by committed,

caring, capable clinicians. It's taking it up another level.”

The researchers intend to share their findings with other care teams, starting with the Department of Internal Medicine, which runs a number of programs related to chronic diseases. They will also follow up in three or four years to see if patient safety has improved as a result of implementation of their recommendations.

For a full report on the study, see the Manitoba Institute for Patient Safety website: www.mbips.ca

Everyone Benefits from Rehabilitation Area Makeover

Organizing a space effectively is no small task. Add the opinions of 15 people and the task becomes somewhat of a monumental project. This past year, however, that is precisely the process that Riverview's Rehabilitation area underwent.

The project is indeed large. Based on the 5S Lean Business Practice Model developed by Toyota in the early 1990s, the Rehabilitation area has undergone three phases of organization and will likely see several more. The

purpose is to serve the patients better by creating a space that is most effective for daily use.

“If a space is less crowded and more efficiently set up, it becomes an easier environment to work in. Patients benefit from this,” says Shirley Ladd, Manager of Allied Health at Riverview.

The Rehabilitation area's makeover was born out of necessity, as the client population at Riverview has changed a lot over the last number of years. Explains Ladd, “We have been incorporating more and more Stroke and Acquired Brain Injury patients into Rehab.

Rather than making the patient fit the system, we wanted to change the system to fit the patient.”

Three Phases of Reorganization

Work on the project began in the summer with an assessment phase aimed at the placement of rehabilitation equipment. “We looked at everything,” says Ladd. “Were things in the right place? Did it make sense to move them around?”

The second phase saw front-line staff spending a day in the Rehab area to share their ideas while a hired team of movers shuffled equipment into various groupings until everyone was satisfied. By the end of the day, the workspace had been completely reorganized and had been laid out in a more logical fashion. The Rehab area now contains specific sections within it, including an empty floor space and a mobility area that allows people using exercise bikes to enjoy outdoor scenery through the room's large windows.

The third phase of the project took place recently and involved

cleaning out the storage closet in Riverview's gym. The overflowing closet was emptied out and every piece evaluated. Those things that were no longer needed were donated to either the Rehabilitation hospital or to International Hope, an organization that sends non-electrical, functioning medical equipment to various developing countries. Meanwhile, the closet itself received a new labeled organizing system so that when the remaining pieces of equipment were put back in, they were safer to access and easier to obtain.

The result of all this work is, of course, a better served patient, happier staff that feel heard and listened to, and a more comfortable work environment.

“Reorganizing everything – where things are and the flow patients go through – makes you take a step back and look with fresh eyes at what you're doing and why you're doing it,” says Ladd. “The key is to sustain this now. From time to time, we'll go back and re-evaluate to ensure that we are always serving our patients in the best possible way.”



Riverview Chaplain Wins Two Toastmasters Competitions



Chaplain Tim Frymire, Toastmaster Speech Contest Winner.

When asked, most people say they are more afraid of speaking in public than they are of dying. Not so for Riverview Chaplain Tim Frymire – he was dying to do some public speaking.

In his work as Coordinator of Spiritual Care at Riverview, Frymire had often been required to speak to groups, but in the past, he always wished he could hone his ability. He found his solution when he joined Riverview Toastmasters in 2007 and found it to be precisely what he had been looking for.

Toastmasters offers a safe, friendly and confidential environment in which to gain confidence.

“Toastmasters has been a great place for me to improve my skills and to receive supportive encouragement from colleagues,” says Frymire. “It was the affirmation from others that led me to enter both the Evaluation Contest and the Humorous Speech Contest this past fall.”

Frymire ended up faring well at both contests, winning at Club, Area and District levels for the Evaluation Contest, and at Club and Area levels for the Humorous Speech contest. When asked how he felt about his wins, Frymire smiled. “I have always known I was funny looking, but

now I have a certificate to prove I sound funny as well.” With a mantra like “life is too important to be taken seriously,” it is clear that humour is integral to Frymire, but he also believes his work with spirituality allows him to see and share life’s natural humour.

By joining Toastmasters, Frymire was able to build on his existing talent and interest, using his fun-loving personality to his advantage. And that is what Toastmasters is all about.

“It’s about stretching comfort levels and ability, something that comes with immense benefits,” notes Beverly Wood, president of Riverview Toastmasters and Education Services administration clerk.

For those who are shy or feel unable to speak in public, Toastmasters offers a safe, friendly and confidential environment in which to gain confidence. For those who already possess some public speaking prowess but who would like to hone the art, it offers the opportunity to challenge one’s ability and comfort level. In this way, it can be a confidence booster to anyone who joins.

“There are other benefits too,” adds Wood. “Club members invariably become better listeners and learn more effective communication – skills that can be useful in all areas of life.”

Anyone interested in joining Riverview Toastmasters is invited to contact Beverly Wood at 478-6204 or alternately, to email her at bwood3@rhc.mb.ca.

Toastmasters at Riverview Health Centre

Toastmasters has not always been a part of extra-curricular options at Riverview. When Beverly Wood first started working at the Centre in 2007, she was asked if she would be interested in starting a Club. She was thrilled. “I was a Toastmasters member before I started at Riverview and could think of nothing more exciting than starting our own chapter!” she says.

Wood set to work finding interested people and today, Riverview Toastmasters is a chartered Club, boasting an average of 20 members who attend weekly lunch meetings. “We start at 12:05 and end at precisely 12:55 every Tuesday so that people can come on their lunch breaks without taking time out of their busy evening schedules,” says Wood. “The Club is open to anyone,” she adds, noting that it is mostly comprised of Riverview staff and community residents.

Keeping Informed By E-care Plans

Nurses working on personal care units at Riverview now have a computerized way to create and update individualized care plans for the 228 residents who make the units their home.

The electronic care plan, called an e-care plan, has been trialed on CD2 at Riverview for several years. Last summer, it was introduced to other personal care units at the Centre, says Shirley Kostur, project co-ordinator and Patient Care Manager on CD2.

Kostur and colleague Jason Hillier, Patient Care Manager on AB1, were instrumental in planning for the introduction of e-care plans in the other personal care units. They also trained nurses to use the computer program that creates the e-care plan.

Details about medications, treatments, dietary concerns, recreation schedules, spiritual needs and daily routines are among the pieces of information documented in each resident’s e-care plan.

“If something changes for that resident – for example, meal-times change, or a recent health problem arises that needs specialized care, or a family member has begun to take the resident out of the building every other Saturday – it all gets documented on the electronic file and the new version is printed and available to everyone,” Kostur explains.

Staff members working on the personal care units are becoming more comfortable with e-care planning, says Kostur. “There was a steep learning curve for those involved, but the nurses are clearing those hurdles. They understand the benefits of the new system and how it helps them to create a very responsive care plan.”

Family members appreciate it too, she adds. “They like it because it keeps them informed and they feel a greater sense of involvement in the care of their loved ones.”

Advantages of E-Care Plans

E-care plans have advantages over the old “paper trail” way of doing things. They are:



Customized

The electronic method of record-keeping allows the nursing staff to create a customized, very detailed care plan for every resident. Every aspect of care is recorded in the data base. When there are changes, the e-care plan can be modified and expanded very easily. Before, staff used a standardized paper form that didn’t lend itself to customization or recording details.

Current

Nurses can quickly and easily update the e-care plan on the computer and print it off to share with the interdisciplinary team. Updating the old paper forms was laborious.

Collaborative

The interdisciplinary team members’ input into the details of the care plan is critical. Now, members are able to give their information to the nurses during rounds, and the e-care plan can be updated, printed and distributed back to the members of the team almost instantly. The same benefits apply to family input, which is equally important.

Communicative

The e-care plan brings together all of the important information about a resident’s care, which makes it a very efficient communication tool for sharing with family. Family can contribute to it and can see it any time. It is always a basis for conversation during the annual family meeting.

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