

**POINTS OF
INTEREST:**

**WSCH
activity staff
nominated
for a
provincial
award.**

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WSCH activity staff nominated for SK award



Excellent care: The activity staff at Weyburn Special Care Home have been nominated for a Saskatchewan Healthcare Excellence Award. The staff includes, standing from the left, Carrie Guenette, Recreation Coordinator Eileen Bouchard. Seated from the left are Trisha Travis and Fay Johnson. Missing from the picture are Linda Neiszner, Lillian Millar and Donna Chessall.

Recreation Coordinator Eileen Bouchard and the whole activity staff of Weyburn Special Care Home have been nominated for a Saskatchewan Healthcare Excellence Award (SHEA).

This prestigious event provides an unparalleled opportunity to highlight and celebrate innovation and excellence in the provision of front line health and social care across Saskatchewan. The aim of the awards is

to promote excellence and recognize the devotion, professionalism and humanity of individuals and teams in the health care field as practitioners, leaders, educators and mentors.

There were 13 finalists for this year's SHEA awards and each will be in attendance at the awards. The ninth annual Awards Ceremony & Banquet will be held Saturday, March 13 at the Conexus Arts Centre, Convention Hall in Regina.

Attendance not only supports excellence in health care, but all proceeds from this event are directed to AIDS Program South Saskatchewan to address HIV/AIDS issues including support and prevention/education programs & services to Southern Saskatchewan communities.

**See ticket information
for the event on
Page 3.**

Changes to SCHR website

Sun Country Health Region has altered its website to ensure the most up-to-

date information is available to the public about Emergency Room Services in our health care facilities.

A blue button has been added to the top left hand side of the website at

www.suncountry.sk.ca which links users to the following information:

As of December 2009, Sun Country Health Region has five hospital/health centres which provide 24-hour emergency care/ seven days a week.

Emergency Room Services

Ambulance? Call 911



The centres are:

1. St. Joseph's Hospital, Estevan
Tel: (306) 637-2400
Fax: (306) 637-2490
2. Weyburn General Hospital
Tel: (306) 842-8400
Fax: (306) 842-0737
3. Galloway Health Centre, Oxbow
Tel: (306) 483-2956
Fax: (306) 483-5178
4. Kipling Memorial Health Centre
Tel: (306) 736-2553
Fax: (306) 736-8407
5. Radville Marian Health Centre,
Tel: (306) 869-2224
Fax: (306) 869-2653

If you need an ambulance, always call 911.



SRNA annual meeting in Regina

The Saskatchewan RN Association (SRNA) will hold its annual meeting and conference May 5-6, 2010 in Evraz Place,

Regina.

The theme is Advancing RN Practice — Where to from here?

Get your tickets to the awards event!

The Healthcare Excellence Awards Gala will be held Saturday, March 13 at the Conexus Arts Centre, Convention Hall 200 Lakeshore Drive, Regina.

The event begins at 5 p.m. with cocktails, followed by the banquet and awards presentations at 6 p.m.

Tickets are \$75 each or \$550 for a table of 8. A tax receipt in the amount of \$40 is provided for each Gala ticket purchased.

Contact Laurie Sampson at 924-8420, or toll free at 1-877-210-7623 or by e-mail to lauriesampson@sasktel.net for more information or to purchase tickets; or visit our website at <http://www.aidsprogramssouthsask.com/>

The 2010 Nominees are:

Suzanne Beck – Director of Therapeutic Recreation & Day Wellness – Sunrise Health Region

Eileen Bouchard and the whole activity staff of Weyburn Special Care Home

Donna Brunskill – Executive Director, Saskatchewan Union of Nurses

Brian Donbrook – Chiropractic Associates Clinic, Regina

Sharon Garratt – Executive Director, Women's & Children's Health, Regina Qu'Appelle Health Region

Bonnie Heilman – Health Home Aide, Saskatoon Health Region

Art & Diane Kaiswatum - Elders

Gwenn Kaye – Special Care Aide, Cut Knife Special Care Home

Rosalee Longmore, President, Saskatchewan Union of Nurses Mamawetan Churchill River Primary Health Care Team

Jason Schmiedge – Registered Audiologist, Expert Hearing, Saskatoon

Jacqueline Tisher – RN, Executive Director, Hope's Home

Debra Wiszniak, Leona Carvel, Scott Wilson & Sharla Folk – RQHR Palliative Care Services and RQHR Medical Media

H1N1 in Sun Country Health Region: preparation and response

What did Sun Country Health Region do to prepare for and respond to the H1N1 outbreak last fall?

Find it all on the R Drive at <R:\Presentations\2009 SCHR PANDEMIC PLAN DRAFTS\01 Powerpoint Files - Shauna\ARCHIVE January 2010 H1N1 Response by CHS in SCHR.ppt>

2010 Provincial Palliative Care Conference

May 31 & June 1, 2010



www.saskpalliativecare.org

Delta Regina Hotel
1919 Saskatchewan Drive
Regina, SK



www.suncountry.sk.ca

Reflections



Hosted by

*Saskatchewan Hospice Palliative Care Association Inc.
&
Sun Country Health Region*



*Saskatchewan Hospice Palliative Care Association Inc. &
Sun Country Health Region co-host "Reflections"*



Please use one form per person registering

Name _____ Profession _____

Address _____

City _____ Prov. _____ Postal Code _____

Email Address _____

Registration Fees: (all meals included)

SHPCA Palliative Care Assoc. Member \$210

(SHPCA 2010 membership is paid)

Registered Palliative Care Volunteers \$130

(includes 2010 SHPCA Prov. Membership Fee)

Non-members - Professional \$260

(includes 2010 SHPCA Prov. Membership Fee)

Non-member - Regular \$250

(includes 2010 SHPCA Prov. Membership Fee)

Please make cheque payable to:

Sun Country Health Region

Sask. Hospice Palliative Conference "Reflections"

Home Care Dept.

Box 2003

Weyburn, SK. S4H 2Z9

Registration due prior to May 8, 2010

Full payment must accompany your registration.

Receipts will be included in your registration package.

No refunds after May 15, 2010.

Brochure and registration form available at:

www.suncountry.sk.ca & www.saskpalliativecare.org

For further information contact:

Corinne Sandstrom (306) 637 3636, csandstrom@schr.sk.ca

Stella Swertz (306) 842 8400, sswertz@schr.sk.ca

SCHR prepares plan to improve and measure customer satisfaction



Sun Country Health Region (SCHR) is developing a plan to improve customer satisfaction with health services.

"We define our customers as being all health care service users including patients, long term care residents, clients of community-based services, family members,

or potential service users," says Calvin Tant, President and CEO of Sun Country Health Region.

All health regions in Saskatchewan are preparing similar plans, at the request of the Ministry of Health.

"Our staff works hard to meet the needs of their patients, clients and residents," says Mr. Tant.

"But we can always improve and we want to do that," he says.

"Implementation of the plan began in January with a series of public focus groups to determine expected and exceptional customer service behaviors," says Felecia Watson, Continuous Quality Improvement Director.

Participants were asked about their basic customer service expectations of the health care system.

"They said that being called by name and being made to feel welcome are expected customer

service behaviors," said Mrs. Watson.

"They also want staff to identify themselves, to be involved in decisions about their care, and to know who can answer their questions."

She says previous provincial surveys of health care staff give Sun Country Health Region staff high marks for courtesy.

In the spring 2009 survey, for instance, 76.8 per cent of respondents from SCHR said nurses always treated them with courtesy and respect.

Some focus group participants had a hard time thinking of themselves as a customer since they're not directly paying a health care bill for their services, says Mrs. Watson.

"However, other participants were quick to mention that as patients, residents, and clients, they are customers and should expect good service," she says.

Staff focus groups are also being held early in the new year to develop strategies for responding to public expectations, says Mrs. Watson.

"Once we have all the information we need, we will develop orientation and training materials for staff."

By March 2010, SCHR will begin to train staff in the best ways to meet customer expectations.

JANUARY 2010



Energy and Facility Renewal Program

WORKING TOGETHER FOR A HEALTHIER ENVIRONMENT



Did you know?

The **Kill-a-Watt Electricity Monitor** tells you the energy consumed by any appliance or electrical device in kilowatt-hours — including how much it's using when it's plugged in but not powered on.

Smart Candles — rechargeable, LED candle replicas — come in shapes from tealights to tapers. And they're not only for home use: Hilton Hotels have started using them for dinner events.*

Renting a fuel-efficient car is easier, too. Smaller companies like Fox Rent-A-Car and EV Rentals have plenty of fuel-efficient options, while bigger businesses like Enterprise and Hertz are also greening their rental options.*

*The stats above were retrieved from the [Nature Conservancy](#)

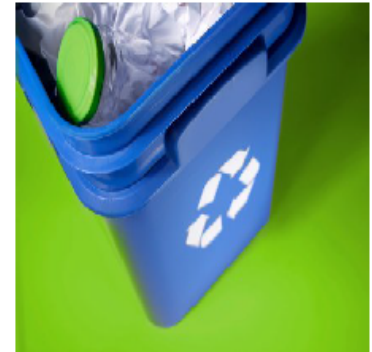
CLICK HERE TO PLAY THE NEW YEAR MYTHBUSTER CHALLENGE



Eco-Resolution

The New Year is a fresh start, a time to reflect on all the things you have been meaning to do. Why not get your friends and family together to make a few resolutions? Maybe you often forget to bring along a cloth bag to the store. Or you have been meaning to buy CFL bulbs for the lamps in your home. Making it a group effort will help make it a more sticky resolution.

Visit the [Sun Country Energy Renewal](#) website to get some ideas and fool-proof methods for keeping track of your New Year's resolutions. Even the use of simple reminders can be a very effective way to create new, more earth happy habits.



A New Year is a new beginning. Make your New Year an eco-friendly one.

Energy Retrofit Update

The Energy and Facility Renewal Program currently underway at our facility is designed to save energy and reduce utility costs. Energy-efficient technologies will replace older, less-efficient systems - reducing electricity, fuel consumption and related costs.

[Visit the Sun Country Renewal Program Status Map](#) to learn more about how the various projects are progressing.



Find all these energy-rich pages at <http://suncountry.myenergymatters.net/>



Active 8 promotes safe workplace: Naomi Hjertaas, Community Health Services Manager of the Redvers Health Centre, says the Active 8 program offered by Corrie Schultz, Physical Fitness Coordinator, for the Region, has been well received by a wide cross-section of employees in Redvers. Employees of all ages and fitness levels have signed up for their individual assessments. “Corrie’s role as facilitator greatly enhances the program,” says Naomi. “Her ability to connect with the employees and encourage each to work towards increasing and enhancing his or her personal physical activity program is making the Active 8 program a great success. This is a win-win opportunity for Redvers.” From left to right, seated are: Aggie Frecon, Dietary; Sandy Russell, Dietary; Jeff Sanborn, Maintenance. Linda Perreaux, Housekeeping is on the ball. From left to right, standing, are: Corrie, Naomi and Val Patron, Activities; Sharla Kerntopf, Laundry/Housekeeping; Kathleen Malin, Home Care.

2nd Annual Conference

Building Healthy Saskatchewan Communities:

Advancing Chronic Disease Prevention & Management

2010 Chronic Disease Prevention & Management (CDPM) Provincial Conference

Conference Description: The Building Healthy Saskatchewan Communities conference will provide health care practitioners, policy makers, administrators, organizations, and individuals committed to prevention and living well with chronic disease an opportunity to share ideas, practices and expertise.

The conference will:

- Highlight innovative approaches, programs and tools.
- Provide skill building opportunities.
- Emphasize the significance of health promotion and the social determinants of health.
- Promote evidence-based decision-making and best practices.
- Build a CDPM community through collaboration, partnerships, and action.

Who should attend:

This provincial conference will be of interest to:

- All health care providers - physicians, nurses, pharmacists, dietitians, health educators, therapists, and others
- Policy makers & administrators
- Community organizations & individuals committed to CDPM

Thursday June 3 (evening) & Friday June 4, 2010 Regina, Saskatchewan

[Visit www.buksa.com to register.](http://www.buksa.com)

For more information:

Sheryl O'Quinn

Planning Committee Co-chair

Ph: (306) 766-4153

sheryl.oquinn@rqhealth.ca

Karen Butler

Planning Committee Co-chair

Ph: (306) 766-3777

karen.butler@rqhealth.ca

Conference Partners:

Canadian Cancer Society
Canadian Diabetes Association
Dr. Paul Schwann

Heart and Stroke Foundation
Kidney Foundation of Canada
Lung Association of Saskatchewan
Public Health Agency of Canada

Winter Triathlon



In the cold months of winter, it may feel like a challenge to help your family stay motivated to be active.

But try to show your children that you enjoy being active, especially if it means you can also have some fun family time together!

Try signing up for a new class or activity, such as curling, dancing, or

skating.

Or maybe you could try a winter triathlon – cross country skiing, snowshoeing, and skating are just one example of three winter activities that can be combined into a fun tri-sport challenge, even in the winter!

If you wear a toque, mitts, and some wicking clothing in layers, winter outings can be very enjoyable. Remember your water bottle!

**Brought to you by the
Sun Country Health Region
Therapies Department**

Pictures for the Chatter?

The Sun Country Chatter loves to receive pictures from staff about your activities at work. Now that we have a wide-open blog at <http://suncountryblog.com/>, we can use even more pictures. Please remember these guidelines:

- Everyone in the picture must have signed the consent form (IM004- Consent to Public Use of Information under Forms/Information

Management in the R Drive) before the picture can be published.

- Fewer people are better than more in a picture.
- The picture will be more interesting if you show an activity.

Send your pictures to Joanne Helmer, Communications Coordinator, Sun Country Health Region at jhelmer@schr.sk.ca or by interoffice mail to Tatagwa View, Webyburn.



Generous Donation: Representatives of Sun Country Health Region accept \$10,000 from ARC Resources. From left are Dawn Knibbs, Medical Lab Technician; Carolyn Andrews, Sun Country Health Region Regional Director of Labs; Marga Cugnet, Sun Country Health Region Vice President, Integrated and Primary Health and Jim Hillstead, representing ARC Resources. The donated funds will be used to replace Holter monitors at the Weyburn General Hospital, that measure heart rate.

A new blog for you

Sun Country Health Region has created an interactive blog open to both the staff and the public to provide up-to-date information about the Region and an opportunity for questions and/or discussion.

The blog is available from the Region's website at www.suncountry.sk.ca or directly from <http://suncountryblog.com/> For staff, the blog offers lots of room for pictures and information about their

workplace activities. Show others what you are doing for your staff and patients/residents/clients.

An earlier blog, limited to staff, at <http://suncountrynews.blogspot.com/> will be retired.

Please send your information and pictures to Jhelmer@schr.sk.ca or by interoffice mail to Joanne Helmer, Communications Coordinator, Sun Country Health Region, Tatagwa View.

Building human assets

Sun Country Health Region has been a key player in the development and support of some key asset building initiatives.

Karyn Fleck Zepick, Sun Country Health Region's Population Health Promotion Coordinator, has been active in providing 40 Developmental Asset tools and information to schools and communities throughout the Region and as a result, some very exciting initiatives have begun to take shape.

In May 2009, Karyn presented a 40 Developmental Assets workshop to the community of Carlyle in partnership with the Cornerstone Family and Youth Centre.

After the presentation to over 30 community members from Carlyle and surrounding area, an action plan was engaged beginning with a neighborhood picnic and block parties with the intent to expand this to a community picnic this summer.

Karyn's introduction of the 40 Developmental Assets to the Cornerstone Family and Youth Centre has led them to be a strong supporter and advocate of an asset-rich community.

The Centre also provides the community with other "family friendly" activities which embrace art, music, literacy, parenting and

fitness. (www.cfyprograms.wordpress.com)

Also in May 2009, Doug Pederson presented a workshop in Weyburn on "Building Assets in School Settings" and Karyn provided the community of Weyburn with "40 Developmental Assets: Making Your Community a Better Place for Young People and for You" presentation.

As a result, the Assiniboia Park Elementary School Community Council has decided to provide students in Grade 4-6 with the Search Institute's Survey, "Me and My World" this fall.

A creative presentation is being planned to present the results of the survey and engage community, parents and staff in asset-building with the children at Assiniboia Park Elementary School.

Another exciting asset building activity that has been on going in the SCHR is the Estevan Comprehensive High School's "Dynamic Organization Recognizing Kids' Success" (DORKS) initiative.

Estevan Comprehensive High School teachers have developed a unique way to celebrate the achievements of the Estevan Comprehensive High School students. These achievements range from academic, to extra-curricular, to good deeds in the school or community.

The DORKS are a group of positive-minded teachers in the Estevan Comprehensive High School who felt the need to spread positive energy throughout their school.

So, periodically throughout the school year, the group generates a list of students based on recommendations from other staff members.

These students are then recognized in an event known around the school as a "DORKing." The DORKS don capes and masks and burst into each student's classroom to their theme song, "Mission Impossible." Once the student is located in the room, the DORKS introduce themselves by saying: "We are the DORKS - the Dynamic Organization Recognizing Kids' Success. It is our mission to recognize all the great students and all the great things they do at the Estevan Comprehensive High School. While it may be Mission Impossible, we will accomplish it one student at a time."

The student accomplishment is then explained to the rest of the class and the student is presented with a chocolate bar or candy that represents their achievement. For example, the student may be given a Mars bar for being "out of this world," or a Twix bar for being "one smart cookie."

The DORKS take a picture with the student which is then used to generate a certificate that details his or her accomplishment. The certificate is mailed home to the student's parents.

Environmental News:



Shirley Wheeler

Question:

Can we do something about all these sharps and other good containers that go into the landfill?

Answer from Shirley Wheeler, Chair, SCHR Recycling Committee:

Yes this is possible with the new system I am looking at. Right now, we purchase the sharps and bio waste containers. A company called Bio Med comes in and disposes of them for us, causing empty containers to end up in the landfill. Bio Med now has available to us containers that hold sharps or biomedical waste that are recyclable.

The companies that provide them are now going to clean the containers with a special process each time they pick them up and will return them to us for re-use.

We should never need to replace the containers.

Instead of purchasing new containers each time we need them, we will have them cleaned and returned.

I expect to see a good cost-saving from this project, as each container costs about \$10. The Saskatoon and Regina Qu'Appelle Health Regions already do this.

Our main goal is to stay within our budget and to keep this plastic out of the landfill.

Are alcohol-based hand rubs really effective?

More than 20 published studies have shown that alcohol-based hand rubs are more effective than either plain soap or antibacterial soaps in reducing the number of live bacteria on the hands.





Sun Country Health Region Administration

808 Souris Valley Road
Box 2003, Weyburn, SK
S4H 2Z9
Phone: 842-8399
Fax: 842-8738
E-mail:
jhelmer@schr.sk.ca
Phone: 842-8353

President/CEO:
Calvin Tant 842-8718
**Vice President Primary
and Integrated Health:**
Marga Cugnet 842-8729
**Regional Director,
Rural Health Facilities:**
Murray Goeres 842-8706
**Vice President
Community Health:**
Janice Giroux 842-8652

**Vice President
Finance
and Corporate Services:**
Hal Schmidt 842-8714
**Vice President
Human Resources:**
Don Ehman 842-8724
**Quality of Care
Coordinator**
Dianne Green 637-3642

Welcome new staff

**Don Ehman, VP
Human Resources,**
announces that **Terry
Steininger** is the new
Regional Director,
Labour Relations,
effective immediately.
Terry will have
responsibility for
implementing Collective Agreements including
CUPE, HSAS and SUN. He will also continue
with his responsibility to plan Aboriginal
Awareness initiatives.

Don Ehman announces that **Garry
Thompson** has joined Sun Country Health
Region as Regional Director, Employee Health
and Support Services. Garry has management
experience in human resources and employee
health in both the health care sector and the
automobile sector. Much of his experience has
been in unionized environments. Garry (and
his family) come to us from Windsor, Ontario,
with Calgary being his original home). Garry
will be based in Tatagwa View. Until a
Disability Co-ordinator is recruited; one of
Garry's roles will be to handle disability and



WCB Claims. Garry
may be contacted at
(306) 842-8707 or email
gthompson@schr.sk.ca.

**Marga Cugnet, VP
Primary & Integrated
Health,** announces the
appointment of Mrs.

Sylvia Danyluk as the Nurse Manager
for the Weyburn General Hospital. She
began her position Jan. 4. Sylvia has
many years of experience in her career
of nursing. She has worked as a
general duty nurse in both acute and
long term care. Her background also
includes working as a clinical
coordinator and nursing supervisor.

Dr. A. Lenferna, VP Medical,
announces the arrival of
Dr. Edward Onugha, psychiatrist, to
SCHR. Dr. Onugha's office will be at
the Weyburn Community Health
building. He also will hold weekly clinics
at the Carlyle Medical Clinic.