

***Inside  
this Issue:***

***Page 2 Read:  
The CEO's thoughts  
about  
customer service***

***Page 3 Learn:  
About LEAP for your  
children***

***Page 8 Discover:  
What happened with  
the H1N1 Influenza  
virus***

**SCHR sets out to improve  
customer satisfaction**



**Talking about good service:** Members of the public gathered with representatives of Sun Country Health Region's Quality Improvement staff recently to discuss the best methods of improving the customer experience in the health region. Standing from left to right are Linda Perry, Cheryl Deren, Cheryl Kvamme, Wanda Miller (facilitator), Pat Cundall, Karen Slotsve, Doris Weinrauch, Faye Saigeon, Dianne Green (SCHR Quality of Care Coordinator). Seated are: Heather McKinnon, Judy Pratt and Beth Spencer. Please see story on Page 6.

A publication of Sun Country Health Region



# Thoughts:

From the desk of Calvin Tant,  
President/CEO,  
Sun Country Regional Health Authority

Sun Country Health Region's Patient Safety Committee hosted its third annual workshop in October to talk with staff and learn how to make our health care system safer for patients.

If you're a patient, that sentence might sound odd. Doesn't good health care automatically guarantee safe patients? Isn't the phrase - Do No Harm! - the first rule of all health care practitioners?

Unfortunately, the answer is complicated because the health care system is increasingly complex. Health care is a high risk industry and safety in any such industry does not happen automatically. Safe procedures require careful thought, planning, and lots of review.

For example, think about two very different kinds of medications that come to a health care facility in the same colour and size of bottle.

The manufacturer packages them this way.

What happens if the two bottles are stored in the same area and a busy nurse picks up one type of medicine rather than the other?

She administers it to a patient before recognizing the error.

Should we blame this on the nurse or take responsibility for changing the system?

For us, the answer is obvious. Sun Country Health Region sees this as a system error. We need to change the system so that patients can be safer and we can account for the possibility of human error. In this particular case, it was recommended that the manufacturer change the style of the medication bottle.

We are working to create a culture of full disclosure in which errors are documented and explained to the customer, with an apology.

Sun Country Health Region has embarked on this journey of change. Our customers - our patients/residents/clients - will continue to hear about patient safety as we engage you in ways to improve our services.

## Sun Country Health Region Administration

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

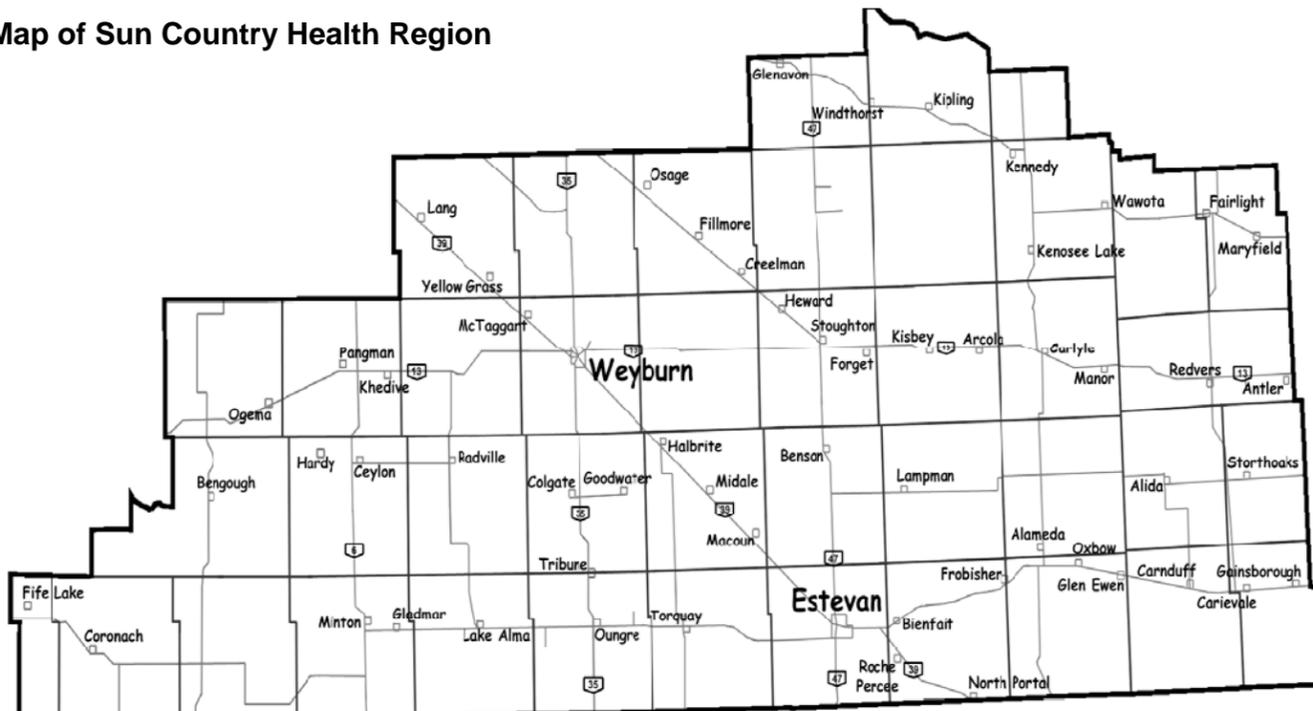
Human Resources:

Don Ehman 842-8724

Quality of Care Coordinator

Dianne Green 637-3642

Map of Sun Country Health Region



Conducts four workshops in 2009

## SCHR Public Health spreads LEAP training

Sun Country Health Region conducted four LEAP training events in Regina, Estevan, Weyburn and Carlyle over the last year.

LEAP BC™ provides children from birth to age five with a strong foundation in literacy, physical activity and healthy eating, through fun activities and play.

LEAP BC™ family resources can be downloaded at [http://www.2010legaciesnow.com/leap\\_bc/](http://www.2010legaciesnow.com/leap_bc/)

Those trained in using the resource material by Sun Country Health Region include preschool teachers, elementary school teachers, day care providers and children program coordinators.

The program values the learning and bonding that happen when children and caregivers play together.

Food Flair™ is a healthy eating resource for early learning practitioners and caregivers working with families with children from birth to age five.

Comprehensive resource guides with ideas and activities to help create environments that support healthy eating for young children.

During the workshops, participants engaged in carousel activities to practice label reading and meal planning using Canada's Food Guide.

If you are interested in attending a workshop or your community is interested in hosting one, contact:

**Barb Wright, Public Health Nutritionist at:  
Sun Country Health Region  
Box 5000-201, 1174 Nicholson  
Road  
Estevan, SK  
S4A 2V6  
Telephone: (306) 637-2469  
[bwright@schr.sk.ca](mailto:bwright@schr.sk.ca)**

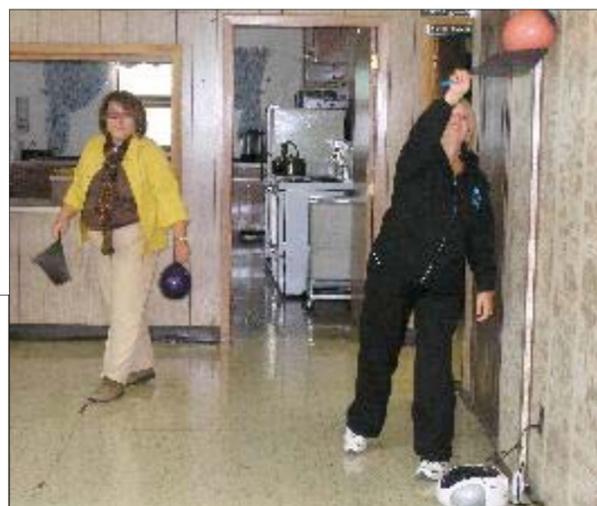
**Lauren Hume and  
Madeleine Valentine  
from Cornerstone  
Child and Youth in  
Carlyle.**



**Kathy Helfrick from Color My World Childcare in Weyburn estimates the food model portion sizes in the menu.**



**Lauren Hume and Madeleine Valentine from Cornerstone Child and Youth in Carlyle plan menus for children using Canada's Food Guide.**



# A family helps to solve a health challenge at Wawota Health Centre

**By Heather Frederickson  
For the Smulan Family**

Our family recently had a year of many challenges learning to deal with a parent with Alzheimers.

As mom's memory loss continued and she entered the various stages of the disease, her safety became our biggest concern.

Most Alzheimer and dementia patients go through a stage of "wandering," trying to go back in time to a safe place they felt as a child.

Mom was no different.

With winter fast approaching, we were forced to enter the doors of the Long Term Care Centre at Wawota Memorial Health

Centre, (known in the community as Deer View Lodge), to put mom in the hands of the caring professional staff. This was the first time we had walked through these doors.

We were immediately impressed with the beauty of the building and instantly knew how lucky we were to have such a building so close to home.

Mom took this move extremely well, being around loving familiar faces and the constant care of the staff and nearby family.

But it was not too long before we realized that even though this building was one of the best of its kind, it was missing a very important feature for its residence and staff.

That is, an "auto lock down" security system for the patients who try to leave during unsafe weather conditions and for patients who cannot make sound decisions about their well being.

Mom grew frustrated as staff had to constantly follow and watch over her to make sure she



**Ken and Heather Frederickson**

didn't leave.

The busy staff had to listen and watch the door. The alarm rings each time visitors enter or leave the building.

So we needed to transfer mom to Moose Mountain Lodge in Carlyle behind the safety of an auto lock security system that automatic locks when mom walks 10 feet in front of any door.

Anyone not wearing a special arm bracelet can come and go freely.

Once again mom was free to walk around as she pleased, and the staff made better use of their time.

Clearly, we needed this item in Deer View Lodge so our loved ones could return or stay in the safety of its walls. An up-to-date system would simplify the life of both staff and residence for many future years.

Our family made it a goal to install this system in Wawota as soon as possible, with the help

of the community, local organizations and the administration/staff of Deer View Lodge.

The Deer View Lodge Administration analyzed its needs and shorted-listed a system that is up to date and best suited for its residents and staff.

The cost of this system was \$14,523.60.

Sun Country Health Region agreed to be responsible for the installation.

Donations came in from four major sponsors: the Wawota Lions Club; the Smulan Family (including Ken and Donna, their siblings, children and grandchildren, some nephews and nieces; Bee Line Ranch, Wawota; Kim Spetz- Carlyle/ Swift Current.

With this system installed, Deer View Lodge can be a centre of excellence - a building, that all of us will be entering some time in our lives, as patients or visitors.

# Health Region grateful for gifts

The Vice President of Primary and Integrated Health for Sun Country Health Region says the Region is very grateful to all of the residents who make donations to a local health care facility or to the Region itself.

“We get program funding from the Saskatchewan government for capital and minor equipment so dollars have to be stretched over all of the sectors we serve,” says Marga Cugnet.

“The requests for equipment exceed by at least three times the amount we receive each year for capital.”

“It’s a very difficult thing to have to choose between purchasing an anaesthetic machine and a special palliative care bed,” she says. Sometimes when a capital item doesn’t make it to the Region’s priority list, donors make it possible for the local facility to still purchase a particular item.

The Wanderguard system at Wawota Health Centre is a perfect example, she says. (*See story next page*).

Other facilities have received



**Marga Cugnet**

similar kinds of equipment, thanks to their donors. Some examples are:

- The Lampman Health Centre received 58 donations last year, including \$1,200 from the Lampman Ladies Auxiliary for new curtains for the residents’ rooms.
- Tatagwa View in Weyburn received \$10,500 in 2009 which will be used to buy two Prime-Aire mattresses to prevent skin breakdown for those confined to bed.
- Coronach Foundation helped to purchase a new ambulance last year and several other trust organizations are looking at similar support.
- Arc Resources has made substantial donations for over five years.
- The Weyburn Travelodge has held a

fund-raiser for eight years towards equipment for Weyburn General Hospital.

•The Gainsborough Health Centre received funds for major items like a whirlpool tub, a garden tractor and snow blower, a dishwasher, Telehealth equipment.

•The Coronach Health Centre received a television set, coffee maker, oxygen concentrator and other items in 2009.

Mrs. Cugnet says, to their credit, the staff in every sector wants the best help they can get to look after their patients/residents/clients.

“We appreciate the people who are willing to make financial donations to help us.”

This year is a particularly good year to make a donation because the Ministry of Health has said the 2010 budget may be subject to more fiscal restraint, she says. All donations are tax deductible and can be designated either to Sun Country Health Region or to a specific facility, trust or local foundation (*noted below*).

If donating to Sun Country Health Region, please send your donation to Pam Haupstein, Regional Director, Finance, Sun Country Health Region, Box 2003, Weyburn, Sk S4H 2Z9.

## Trusts and Foundations in SCHR

**Mr. John Billesberger,**  
Chairman  
St Joseph’s Hospital  
Foundation  
Phone: 637-3710  
Fax: 637-3719  
Email:  
jjblaw@sasktelnet

Credit Union Complex  
403 – 9th Avenue  
ESTEVAN SK  
S4A 2V4

**Mr. Roy Levee**  
Father Yandean  
Memorial Foundation  
General Delivery  
RADVILLE SK  
S0C 2G0

**Mr. Emile Carles**  
Father Yandean  
Memorial Foundation  
General Delivery  
RADVILLE SK  
S0C 2G0

**Mr. Kim Carlsen**  
Redvers & District

**Community Health  
Foundation Inc**  
PO Box 70  
REDVERS SK  
S0C 2H0

**Mr. Frank Faber**  
Moose Mountain Lodge  
Foundation  
PO Box 546  
CARLYLE SK  
S0C 0R0

**Ms. Cecile Keats,**  
Trustee  
Coronach Health  
Foundation  
General Delivery  
CORONACH SK  
S0H 0Z0

**Mr. Don Kirby,**  
Chairman  
Coronach Health Care  
Advisory Committee  
Vern Palmer,  
Secretary  
PO Box 210  
CORONACH SK

**S0H 0Z0**

**Mr. Allan Brigden**  
Brock Union  
Foundation  
General Delivery  
KISBEY SK  
S0C 1L0

**Mr. Hugh Smyth**  
Wawota Health Care  
Foundation  
General Delivery  
WAWOTA SK  
S0G 5A0

**Mr. Charles Veysey**  
Maryfield Community  
Non-Profit Corporation  
General Delivery  
MARYFIELD SK  
S0G 3K0

**Mr. Lorne Rygh**  
Kipling District  
Health Foundation Inc  
PO Box 989  
KIPLING SK  
S0G 2S0

**Mr. Howard Taylor**  
Gainsborough & Area  
Health Centre  
Trust Committee  
PO Box 236  
CARNDUFF SK  
S0C 0S0

**Mr. John Kish**  
Creighton Lodge  
Trust Committee  
PO Box 803  
ESTEVAN SK  
S4A 2A7

**Ms. Myrna Babbings**  
Galloway  
Trust Committee  
PO Box 152  
GLEN EWEN SK  
S0C 1C0

**Mr. Joe Vilcu,**  
Chairman  
Mainprize Manor &  
Health Centre  
Trust Committee  
General Delivery  
MIDALE SK

**S0C 1S0**

**Mr. Norman Klatt**  
Lampman Community  
Health Centre  
Trust Committee  
General Delivery  
LAMPMAN SK  
S0C 1N0

**Mr. Don Mitchell**  
Fillmore Health Centre  
Trust Committee  
General Delivery  
FILLMORE SK  
S0G 1N0

**Mr. Harold Coderre**  
Golden Years Suite  
General Delivery  
STOUGHTON SK  
S0G 4T0

**Kim Thorson**  
Weyburn and District  
Hospital Foundation  
5-1st Ave. N.E.  
Weyburn, SK  
S4A 0M6

## **SCHR prepares plan to improve, 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.

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. We know that is true from past provincial surveys," he says.

"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 SCHR staff high marks for courtesy.

In a 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 customers 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.

## **Changes made to SCHR website re: Emergency Room Services**

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](http://www.suncountry.sk.ca) which links users to the following information:

### **Emergency Room Services**

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

They are:

1. St. Joseph's Hospital in Estevan  
Tel: (306) 637-2400  
Fax: (306) 637-2490  
<http://stjosephsestevan.ca/default.aspx>
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.**

## **Brain Injury Support Groups in Sun Country Health Region**

This is a social group for people who have survived an Acquired Brain Injury (ABI). Our goal is to provide education about ABI, share experiences, and to provide understanding and assurance that those living with an acquired brain injury are not alone.

Acquired Brain Injuries include:

Strokes, brain tumors, traumatic injury such as a blow to the head, brain infections (ex: meningitis, encephalitis) or lack of oxygen.

Join us in Weyburn at Tatagwa View,  
the first Monday of every month, 1-3 p.m.  
Or in Redvers Health Centre,  
the second Monday of every month, 1-3 p.m.

For more information contact: Paula Ealey BSW RSW,  
Regional Acquired Brain Injury Coordinator at 842-8315.

## H1N1 Influenza

# Staying ahead in 2009

Sun Country Health Region (SCHR) was very busy with H1N1 influenza from early October 2009 to January 2010. The heavier-than usual activity began when the Region was the first in the province, in mid-October, to experience an outbreak and the first in the province, in late October, to establish an influenza assessment centre to assist with the large numbers of people in Estevan and area who were suffering from the flu. Before that centre was closed two weeks later, about 280 people were diverted from St. Joseph's Hospital emergency room to the flu assessment centre.

Most people had mild to moderate influenza-like symptoms.

"The assessment centre took a significant workload off the emergency room and out of the doctor's offices over the past couple of weeks," says Dr. Shauna Hudson, Medical Health Officer for SCHR.

A massive immunization program for the public also began in the Region in early



**Public Health Nurse Cathie Loden (right) administers the H1N1 vaccine to Nicole Vertefeville.**

November.

Immunization was made available first for those groups of people deemed by the Saskatchewan Ministry of Health to be most susceptible to the worst consequences of the flu. The immunization program was expanded to other groups of people, as flu vaccine became available, according to the same

provincially-determined criteria.

"This is the largest immunization campaign of its kind that SCHR staff has ever undertaken, says Janice Giroux, Vice. President, Community Health.

"I think the result was outstanding."

"We have never before attempted to immunize so many people over such a large area in such a short time. Our staff members are all to be commended for their response and getting the work done so efficiently," she says.

Sun Country Health Region is satisfied with the results of the immunization campaign and is still encouraging people at high risk for complications of influenza to be immunized.

Dr. Hudson says the Region's staff immunized 83.4 per cent of long term care residents for H1N1 and 92.8 per cent for the seasonal flu.

"These are excellent results and will go a long way to helping protect the health of our residents all winter," she says.

Sun Country Health Region continued to offer H1N1 Influenza immunization to interested residents after the scheduled clinics ended on Jan. 13, 2010.

Interested residents are asked to make an appointment with the public health office for H1N1 immunization, at:

Weyburn Public Health - 842-8618  
Carlyle Public Health - 453-6131  
Redvers Public Health - 452-3464  
Oxbow Public Health - 483-2313  
Kipling Public Health - 736-2112 or 736-2113  
Estevan Public Health - 637-3626  
Radville Public Health - 869-2555  
Coronach Public Health - 869-2880

### The outcome

- Almost 23,700 doses of H1N1 vaccine were administered by SCHR nurses to over 22,000 individuals (some people need two doses).

- Approximately 44 per cent of the SCHR population was immunized.

- Sixty-five per cent of children under 5 years of age were immunized (over 1,900 children).

- About 28 per cent of residents aged 20 to 34 years of age were immunized.

- About 1,600 SCHR employees were immunized and approximately 600 health care workers in the community were also immunized.

## Helping Kids Succeed

# Youth

## Easy Action Tips



Seniors  
Easy Action Tips

### HELPING KIDS SUCCEED



**RESEARCH HAS IDENTIFIED 40 SPECIFIC AND PRACTICAL THINGS THAT ARE THE NECESSARY BUILDING BLOCKS OF YOUTH SUCCESS.**

EVERY ONE OF US HAS THE POWER TO CREATE THESE THINGS CALLED ASSETS IN OUR DAILY LIVES THROUGH SIMPLE ACTIONS. THESE SIMPLE ACTIONS CAN CHANGE LIVES!

**Youth are an essential part of building assets for themselves!**

**Here are some ideas:**

1. Ask a younger student if she needs help in school.
2. Smile and say hello to someone who is 50 years older than you.
3. Teach someone to do something that you are already good at.
4. Invite your parents to a school basketball game

**A lifetime of experience is a resource that can benefit any child. Making connections between younger and older people can be both challenging and joyful! Some ideas for you:**

1. Ask your granddaughter to help you deliver meals on wheels.
2. Invite a teenager for an afternoon of ice cream and stories about the times before television.
3. Be a grandfather for a girl who doesn't have one.
4. Ask a boy in the store his advice on picking a good CD for your grandson's birthday.
5. Tell a teen how to heal a broken heart.

To join with others who wish to promote Assets, contact the Population Health Promotion Department at Sun Country Health Region: 842-8611 or 637-3644



### GET INVOLVED!

**1. LEARN ABOUT THE 40 DEVELOPMENTAL ASSETS. THESE ARE THE THINGS WE WANT TO BUILD IN OUR COMMUNITY.**

**2. CHECK OUT THE ACTION SUGGESTIONS ON THIS PAGE AND ADD YOUR OWN IDEAS.**

**3. CALL THE SUN COUNTRY HEALTH REGION HEALTH PROMOTION DEPARTMENT TO FIND OUT MORE WAYS YOU CAN JOIN THIS REGION WIDE EFFORT.**

**4. GET STARTED!**

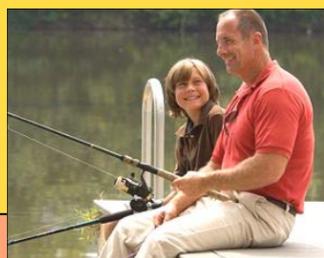
**Contact:  
Karyn Fleck Zepick  
(Health Promotion Coordinator) at 842-8611 or  
Tricia DeBruyne  
(Health Promotion Coordinator) at 637-3644**

**Parents and families are the foundation of asset building, and for some this is already part of daily life. Take time for simple day-to-day activities.**

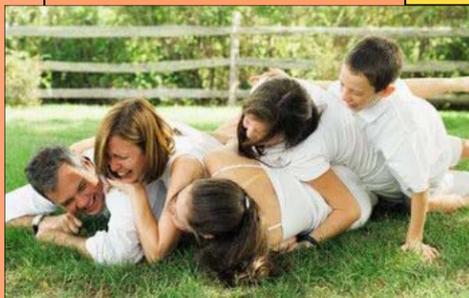
1. Ask your child to explain the World Wide Web.
2. Tell a story what it was like when you were in school.
3. Get to know your children's friends and their parents.
4. Try to eat one meal a day together as a family. Have each family member tell a story about their day.
5. Check with your child's teachers on a regular basis.

**All adults can play a part in creating youth success- not just parents. Here are some ideas:**

1. Learn the names of young people on your block, and smile when you greet them.
2. Coach a little league baseball team.
3. Help your niece rehearse for the school play, and be there in the front row.
4. Garden with children in your neighborhood, and share the harvest.



Families  
Easy Action Tips



# Adults

## Easy Action Tips