On the hunt for C. diff

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The @InteriorHealth magazine is a monthly publication created by the Communications Department of Interior Health. Past issues of @InteriorHealth can be found on our website under About Us/Media Centre/Publications & Newsletters.

If you have story ideas for future issues, please e-mail: IHAcommunications@interiorhealth.ca

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It is a time of new beginnings, for me and for Interior Health.

On Aug. 2, I became a grandpa for the first time with the arrival of our granddaughter Kiai. My world is definitely starting to change between retirement and additional family members - and I’m looking forward to this new chapter.

At the same time, I am leaving a job that I love and an organization that I have been so proud to be a part of, which makes the new beginning somewhat bittersweet. However, with the announcement of VP Susan Brown as our new CEO, I am passing the baton into very capable hands. Susan and I will work closely together over the next two months, along with the VPs and their leadership teams, to ensure a comprehensive orientation and a smooth transition.

When I announced my retirement earlier this year, I shared some of the highlights of my time in IH. Those continue to stand out and will be part of what I consider my legacy. They are also areas of focus going forward, particularly in terms of transforming primary care in close partnership with physicians; implementing services that make care more accessible in rural areas; supporting people living with mental illness; meeting the needs of our increasingly older population; fostering relationships with Aboriginal leaders and communities across IH; and supporting learning and leadership development, so that our people continue to grow and shine (see the Steps to Success story on p. 10 for some great examples).

It’s why the “every person matters” message resonated with me from my first day as CEO and still does as I prepare to say goodbye.

That brings me to what has truly been my inspiration in the three decades I’ve spent working in health care - the people. One of the things I will miss most is my tours of our communities, where I had the chance to meet so many different people and hear their uplifting and interesting stories. From direct care providers, to support teams, to amazing patients and clients, I have been awed by the power and the impact of what we do in IH.

Being an avid reader, I’ve also stayed on top of the stories shared regularly in the @IH magazine and on the Loop news site. One that quickly comes to mind, because of wildfire season and the many days of smoky skies we experienced this summer (and last), is the story of Jacqueline Turvey, a respiratory therapist in Kamloops. Jacqueline kept all of her clients out of the emergency department during the wildfires in 2017 by offering classes tailored for those with respiratory issues. She expanded the classes this year, due to popular demand.

Another comes out of Invermere, where the local maternity care team has worked to ensure obstetrics care is manageable in the community through engagement and ongoing learning. As a result, we’re seeing more babies being delivered there. Read more in the recent Loop story.

Both are excellent testimonials of a proactive, positive approach to patient care.

These are only a few of the hundreds of impactful actions happening every day across IH because of all of the people - each and every one of you - who have made the decision to dedicate your life's work to the noble profession of health care. It's not easy work and there are days it can leave us with heavy hearts, but the good we do outweighs all of that. It’s a calling, and it’s what keeps us going: the opportunity to make a difference.

Hats off to all of you! Please know that I will be staying tuned in to your work and cheering you on from the sidelines.
Well WISE
Wellness wisdom for work

Understanding the Suicidal Mind

Watch Suicide: Understanding, Prevention, and Intervention to learn more.*

* sign in to the Corporate Account with the ID name: wellness
Brittany Kennedy and Ryan Becker work as social workers and designated responders in the Central Okanagan.
Across Interior Health, thousands of people receive quality health-care services each day.

But did you know that, under the Adult Guardianship Act, Interior Health is also a designated agency responsible for investigating cases of suspected adult abuse— including neglect and self-neglect?

Challenging, and at times heart-breaking, these investigations are undertaken by IH staff with special training called designated responders. But designated responder Ryan Becker is quick to point out it is a team effort.

“Collaboration is absolutely key,” he says.

“We count on people to make us aware. Anyone who suspects abuse needs to report their concerns. And whether we are working with agency partners, such as the RCMP, or working with our IH colleagues to ensure appropriate care and a safe place to live for someone who is being abused, such as residential care or in hospital, we all work together.”

For the most part, designated responders are social workers, although in some areas, such as rural communities that do not have social workers, the designated responder may be a mental health clinician or a long-term care worker.

“Self-neglect is trickiest because it speaks to the individual’s capacity,” says Ryan.

Ryan, who has been a social worker since 2008, points out the “grey area” when working to determine someone’s ability to seek or refuse help.

“There’s a nice dovetail there between our core values as social workers, and what the adult guardianship act says. There is a balance you have to strike between autonomy and safety.”

Interior Health monitors a 1-800 number and email address for anyone to report suspected abuse. The line receives about four to six calls each week from the public. Volumes often spike around the holidays, when family are typically visiting and may notice signs of self-neglect.

While the telephone line and email address keep designated responders busy, they are not the source of most reports. More often, notifications come from EMS, paramedics, home support workers or physiotherapists who make home visits. Physicians also contact IH with concerns about patients.

We count on people to make us aware. Anyone who suspects abuse needs to report their concerns.

A new online reporting system, called Re:act, is being implemented this month and will further help designated responders track reports, investigations, and follow-up actions.

“We are always striving to improve, and the new system will help ensure we are all better informed, and make sure vulnerable adults receive the care they need,” says Ryan.

Adult abuse can be very difficult to detect. Learn to recognize the signs and symptoms of abuse and neglect, and if you need to know who the designated responder is for your area, contact your manager.

Anyone who has concerns regarding the abuse of a vulnerable or incapable adult within IH can call 1-844-870-4754 or email ihadultguardianship@interiorhealth.ca. Always call 9-1-1 if the situation is an emergency or immediate help is required.
Cousin
Student
Drug User
Friend

People who use drugs are real people. Get involved. Get informed. Get help.

StopOverdoseBC.ca
At Interior Health, the breach of an employee’s or patient’s right to privacy is a serious matter. If a breach occurs, swift action is required to retrieve the information and ensure the Information Privacy & Security team is fully aware of the incident.

67% of IH’s privacy breaches are caused through internal errors, such as misdirected inter-office mail, emails, and faxes (2017-18).

IMMEDIATELY REPORT PRIVACY AND SECURITY BREACHES TO IHPRIVACY@INTERIORHEALTH.CA OR 1-855-980-5020
STEPS TO Success

Enabling our leaders to create inspired environments where quality care and excellence are embraced

Jeanna Schraeder, Andrew Pattison, and Heather Deegan reflect on their growth as leaders at IH.
When Andrew Pattison was delivering pizza in high school, he didn’t realize it was his first step to a career in leadership.

Today, Andrew is the Corporate Director of Support Services, overseeing laundry, housekeeping, and food services for Interior Health.

When Andrew started at IH in 2016, he had more than 15 years of management experience. “I didn’t think there was much more I needed to learn about leadership, but boy was I mistaken,” says Andrew.

After an insightful discussion with IH’s Organizational and Leadership Development team, Andrew enrolled in CoreLINX – the first of a three-part series for leaders in IH.

“These courses really challenged me on a personal level,” says Andrew. “The internal reflection was at times uncomfortable, but all in a good way, led by exciting facilitators. I realized I had developed some bad habits over the years. The series provided me with new ways of thinking and tools that I now apply every day at work, and sometimes at home.”

The connection with other leaders in the program also helped Andrew create a network of people he continues to reach out to.

As recent graduates of IH’s Leadership Talent Management program, Heather Deegan and Jeanna Schraeder echo Andrew’s sentiments.

“It’s been really interesting to see the alignment between the training opportunities offered by Interior Health and my leadership progression over the years,” says Heather, Director, Healthy Communities. “Looking back to 2008 when I started with IH, my leadership development was more technical. Then it shifted to people management skills, like coaching, employee engagement, and fierce conversations. Over the last few years, I’ve taken a deeper dive into topics around clear leadership and an exploration of various leadership competencies.”

Heather also values the self-reflection components of the program that taught her to pay attention to her blind spots, recognize what she is good at, and work with others to determine how they can be complementary to each other.

Jeanna, Regional Manager for Enterprise Applications & Primary Health Care Systems, says that while the courses pushed her to step outside her comfort zone, she’s now more aware of her strengths and growth areas. “I have a better understanding of how the way I do things impacts those around me and I have learned how to best support the teams and people with whom I work.”

IH employees interested in clinical leadership are supported through the Next Generation Clinical Leadership program. Sara Evans, Acute Care Manager at South Okanagan General Hospital in Oliver, says this was the most stand-out program she’s taken at IH.

“Next Gen was my first exposure to the Organizational and Leadership development team,” says Sara. “They provided high-quality instruction and the program puts accountability on participants to learn and apply the content at their home sites. These are real skills that can be applied immediately and tangibly, such as how to navigate a difficult conversation or something as simple as how to pause and identify the emotional impact of the situation.”

Along with Next Generation Clinical Leadership, Sara has also completed ExperienceLINX and is a Coaching Triad Facilitator. Through these programs, she says she’s been able to grow and develop from novice clinical leader to experienced manager.
Andrew, Heather, Jeanna, and Sara are unanimous in their encouragement for other IH employees to consider the growth and development opportunities at Interior Health.

“
No matter what your department, if you are interested in moving up in the organization, the internal courses are great,” says Andrew. “We are proactively looking for people, but I encourage two-way communication and to reach out to your manager or supervisor if leadership is an area of interest.”

“
My advice is: don’t be afraid to think outside of your current field of training or discipline,” says Heather. “Be open to other career possibilities; many skills are transferrable between positions and across various settings.”

“
I encourage everyone to seek out the offerings at IH, jump in and commit to the experiences, and don’t hold back,” says Jeanna. “And, respect that there’s always more to learn!”

“
A dear colleague of mine says that a pearl loses its lustre when tucked away in a drawer. I believe this is also true of leadership development skills,” says Sara. “So, look for and accept opportunities as they arise - courses, stretch assignments, working with a coach or mentor - and be deliberate about finding opportunities to practise the skills learned.”

Leadership growth and succession planning are critical components of a healthy organization and an engaged workforce. Pathways to Leadership provides a roadmap for learning opportunities that are designed to develop and encourage transformational leadership at every level of the organization. The programs and initiatives that are included in Pathways to Leadership are designed to provide the tools, resources, and supports that enable leaders to create inspired environments where quality care and excellence are embraced. Learn more about Management & Leadership at IH on InsideNet.
The annual Linking Leaders forum was held June 22 in Kelowna with 180 leaders joining from across Interior Health to focus their collective efforts on building trust and legacy.

It was a full day of sharing and learning as well as a valuable networking opportunity. Attendance was expanded this year beyond the vice-president leadership teams to include recent graduates of the CoreLINX, ExperienceLINX, Pathways to Leadership, and Talent Management programs.

The morning session kicked off with Mal Griffin, VP Human Resources, talking about the importance of learning together, living our legacy, and co-creating our leadership culture in IH.

“We acknowledge this is challenging work, yet it’s also very rewarding work – because it’s built on actions and behaviours of trust,” said Mal.

A three-hour Speed of Trust session was then led by Franklin Covey consultant Patricia Lambert. During that time, leaders were encouraged to build on their 4 Cores of Credibility and learn about building a high-trust culture with the 13 Behaviours. Once these exercises were complete, the group worked on their behaviour plan to support a leadership culture of trust.

The second half of the day was focused on learning to draft and create a legacy statement. This activity was facilitated by the People, Organization & Culture Development team, with Christiana Stevens and Juanita Yuill leading the exercise.

Participants were asked to identify the behaviors that would help to build their legacy and then individual legacies were declared on the “What is YOUR Legacy?” poster for all to be inspired.

CEO Chris Mazurkewich closed the day with a thought-provoking message about how successful organizations rise to the challenge of reinventing themselves and their leadership culture to meet the demands of the future.

“How will we keep up with the technologies and innovations to better meet the needs of our health-care clients?” said Chris. “Technology, like MyHealthPortal, offers accessibility of information and quality improvement, while also giving patients tools to be better informed and engaged in their own care. Exciting times are ahead and there are phenomenal outcomes if we do this right. I invite you to think about how you will participate and what legacy will you leave.”

Linking leaders for trust and legacy

Shannon Carver, Health Services Director; Norma Malanowich, VP Clinical Support Services; Leanne Calvin, Manager, Residential Services; Ruth Koenig, Coordinator Health System Planning; and Scott Edmonstone, Health Services Director, IHE Imaging, work on their legacy statements.
Back to School

Are your child’s immunizations up-to-date?

www.IMMyUniz_EBC.ca
Self-identification (as Aboriginal or non-Aboriginal) is confidential and helps IH evaluate progress towards a representative workforce.
ON THE HUNT FOR c. diff
When Interior Health’s Infection Prevention and Control team decided to think outside the box – bringing in a dog to help detect potentially dangerous spores in IH hospitals – they were hopeful there would be some solid outcomes.

The dog was Angus, one of only a few in the world trained to sniff out C. difficile, a bacterium that can cause symptoms ranging from diarrhea to life-threatening inflammation of the colon.

During Angus’ visits, the lovable canine sniffed out C. diff in the facilities he attended and, in turn, provided valuable information on how Interior Health can become better at keeping C. diff at bay.

There were two key takeaways: the need for better hand hygiene by staff members; and the requirement for a master equipment list that would spell out how equipment should be cleaned, by whom, and with what cleaning agent.

“What we’ve noticed with bringing in Angus is this is a technology we don’t have,” says Valerie Wood, Director of Infection Prevention and Control. “We know C. difficile can be in the environment. Our cleaning is up to standard; however, C. difficile does require an alternative cleaning product not used routinely. Since we cannot see C. difficile spores which may not be in an obvious place in the environment, Angus helps us find those locations to allow us to establish appropriate cleaning schedules and products.”

During his search of five IH hospitals, Angus found C. diff in some surprising areas. He found it on equipment stored in hallways, on a phone in a nursing station, in staff rooms, on glove boxes, and in clean linen carts.

“It certainly was an eye-opener,” says Val. “We had a lot of people who were skeptical in the beginning, but we were able to test the dog. For example, when he found C. difficile on a stapler, the staff moved the stapler to a new, distant location and after 15 minutes touring the unit Angus stopped in his tracks and found it again.”

Angus works regularly out of Vancouver General Hospital and is contracted by Vancouver Coastal Health (VCH). However thanks to a partnership between health authorities, he has hit the road, travelling to some of our facilities when time and resources have permitted.

So far, Angus has spent time working at Kelowna General Hospital, Royal Inland in Kamloops, Penticton Regional, Vernon Jubilee, and East Kootenay Regional Hospital in Cranbrook. He is such a valuable tool that more IH hospitals are lining up to have his snout work for them. There are plans for Angus to return to the Interior region this month.

Trained much like a bomb-sniffing dog, Angus eagerly searches out the scent. When he finds it, he quickly sits and looks to his handler for a treat. He is one of two dogs being used by VCH and Val says the information he provides is invaluable.

“For us, it provides a baseline. We’ve found some of our trouble spots that we need to focus on to make sure we have the right cleaning agents in place.”

In each of the facilities Angus checked, administrators have been given reports and are forming action plans to address the findings.

At Royal Inland Hospital in Kamloops, Health Service Administrator Tracey Rannie says Angus’ visit was a huge benefit.

“Having Angus come to RIH was an excellent way for us to see how we are doing in terms of infection prevention and control,” says Tracey. “We’re looking at ways to improve. Having Angus come in and getting a report after his visit was very helpful.”

When it comes to the future, expect to see more of Angus in our sites as part of ongoing efforts by the Infection Prevention and Control team. And there is a chance that IH could one day have its own C. diff sniffing dog.

“We are investigating the possibility of having a dedicated dog in Interior Health, allowing it to travel to more facilities on a regular basis,” says Val.

For now, Val and her team are continuing to partner with VCH to bring Angus into the region. The team is also working on the two major initiatives of building a master equipment list and cleaning protocol, while continuing to promote proper hand hygiene. ☺️
Where we live & work

Blue River
Submitted by: Yanina Yaretz
Visit Facebook to see more of the faces of IH.
Orange Shirt Day

It all started with the story of a shiny new orange shirt taken from a little girl on her first day of residential school. It has become an opportunity to keep the discussion on all aspects of residential schools happening annually.

Learn more at [www.orangeshirtday.org](http://www.orangeshirtday.org).

A Healthier, Safer IH

Interior Health is on a journey to become healthier and safer. In this safety video, Regina and Melissa share laundry tips and best practices.

Show us how you do this by making a video of a safety tip or sharing your safety story.

Learn more on the InsideNet.

I Died Six Times

Listen first-hand to the importance of embracing harm reduction from a man who says he “died six times” Guy Felicella in his July 2018 TedTalk.
EAST KOOTENAY FOUNDATION FOR HEALTH 2018 STARLITE BALL

A SPECTACULAR EVENT
GREAT GATSBY STYLE

IN SUPPORT OF ADVANCING LABORATORY TECHNOLOGY
IN THE EAST KOOTENAY

SATURDAY, NOVEMBER 3RD, 2018
ST. EUGENE GOLF RESORT & CASINO
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5 PM COCKTAILS
6 PM DINNER & PROGRAM
ENTERTAINMENT, LIVE MUSIC, DANCING, LIVE AND SILENT AUCTION
$150/PERSON (INCLUDES $50 TAX RECEIPT)

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