

ourpulse

*Working together
for excellent patient care*

WGH joins collaborative to enhance care for seniors

Whitehorse General Hospital (WGH) is now part of a new national initiative to improve health care for seniors. The WGH team was selected as one of 18 national and international organizations to join the *Acute Care for Elders (ACE)* collaborative.

"This is incredible news for Yukon seniors and their families," said Geoff Zaporinuk, WGH's Director of Patient Care. "Being a part of this group will help us to continue to focus on creating the best patient experience by adapting our practices to better meet the specialized health needs of an aging population."

Zaporinuk noted, as part of the collaborative, the hospital's team – including nurses, therapists, social workers, pharmacists and dietitians – will have access to expert coaches, educational materials and tools to support elder-friendly care.

Today, about 16% of Canada's population is 65 or older, but represents 42% of hospitalizations and 58% of all hospital days across the country. Yukon sees a similar demographic and hospital utilization trends. In fact, as many as 40% of WGH beds are occupied at any given time by

elderly patients who may also require an alternate level of care.

Jason Bilsky, Yukon Hospitals' CEO noted the significance of WGH's participation in this initiative. "Participating in this initiative will help us meet real, immediate and on-going patient needs," he said. "We are always looking at how we can improve care, health outcomes and coordination of services. We will have access to resources that have been proven to work and will enable us to spread elderly friendly practices throughout all areas of our hospital." Bilsky also notes this program is one of the solutions the hospital is undertaking to help manage current bed pressures.

The ACE collaborative is adapted from a strategy pioneered by Toronto's Mount Sinai Hospital. This hospital was able to improve health outcomes, reduce length of stays, lower readmission rates and increase patient satisfaction.



WGH will receive \$40,000 in funding to participate in the collaborative over the next year. The ACE collaborative is a

partnership of the Canadian Foundation for Healthcare Improvement and Canadian Frailty Network.

Taking care When visiting one of Yukon's Hospitals

Whether you are coming to us for a few hours or for several days, you can rest assured that you will receive excellent care. We also want you to be as comfortable and relaxed as possible. To help you get ready for your appointment or overnight stay at the hospital, you can help us by taking these steps before you arrive:

- Bring your Yukon health care card, photo ID, and status card (if applicable)
- Bring any medications you're currently taking, along with the original packaging & dosage information

- Bring your appointment letter, if applicable
- Familiarize yourself with parking areas, entrances, and the location of your appointment within the building
- Wear comfortable clothing and bring any personal items you may need during an extended stay

Learn more about preparing for your visit to Yukon's hospitals at our website:
YukonHospitals.ca

In case you missed it

Medical equipment from old Watson Lake Hospital finds new life

Thanks to some quick thinking and the help of some generous volunteers, technology from Yukon hospitals is providing care in other parts of the world.

When the new Watson Lake Community Hospital was nearing completion and medical

equipment from the old hospital was set to be replaced, facility administrator Carol Chiasson began taking steps to see if anything could be reused.

Spearheading the effort was a charity called MEMO (Medical Equipment Modernization

Opportunity) and Watson Lake residents John and Naomi Hall. The organization works to bring modernized medical equipment to impoverished countries. Chiasson helped to facilitate the donation while the Halls organized the work required

to transport the equipment from the Yukon to Ontario, where it was then sent to countries in need.

Among the donated equipment were stretchers, a maternity bed, X-ray equipment, and a much-needed ventilator, which has helped a one-year-old girl in Cuba born with breathing problems.

MEMO is operated out of Thunder Bay, Ontario, by retired Dr. Jerome Harvey. The non-profit organization relies heavily on donations of medical equipment and on volunteers to get to places where it's needed most.

Volunteers load medical equipment donated by Watson Lake Community Hospital into a truck for the long haul to Thunder Bay, Ontario.



Submitted photos

*Dedicated to safe
and excellent hospital care*

Our 2015 Long Service Award recipients

Employees of Yukon's hospitals were honoured at a special ceremony this spring in Whitehorse for their long service and dedication to the very best patient care across the territory.



"The passion each of our employees brings to their work is incredible – and all Yukoners benefit from having them on our team," says Yukon Hospitals' CEO Jason Bilsky. "These dedicated individuals have nearly 600 years of combined experience and continue to demonstrate that people are the most valued resource through an unwavering commitment to safe and excellent hospital care."

Yukon Hospitals' CEO Jason Bilsky & Board of Trustees Chair Craig Tuton present Don Duncan and Beverly Bingham with awards for 30 years of service.



Submitted photos

Thank you and congratulations to the following hospital employees:

5 YEARS

KIM BROWN
CAITLYN CAREY
CAROL CHIASSON
DEBORAH DECOOK
MARY FAIR
KATHLEEN FROESE
ERIN GIBSON
KAREN GIRODANO
SUE GLEASON
SANTANA LAIRD-WAUGH
TERI LINDSAY
SARAH MAY-JARDINE
ALICIA MCDUGALL
LINDSAY PAGE
CINDY PTOLEMY
LINDA TALBOT
RICHARD THOMPSON
MICHELE THOMPSON
KEITH WELCH
KATY WORT
CATHERINE YO

10 YEARS

TONI BLOIS
JULIE HOPKINS
BEV LISTER
COLLEEN POTTER
AGNES RIEDIGER
ARNOLD SALAS
PATTI SHAW
VALERIE SMITH
LEEANNA VANLOON

15 YEARS

TERRI GIBBS
KELTIE HOLLINGDALE
KATH HUMBLE
ROXANE LAROUCHE
SIMONE SMITH
WENDY WHITE

20 YEARS

KAREN GIRLING

25 YEARS

WANDA ASCHACHER
CORINNE DELAIRE
CLAIRE HILLS
SHIRLEY MCKENZIE
JOANNE PARE
MICHAEL PARE
WENDY STARK
KELLY WHITE
GEOFF ZAPARINUK

30 YEARS

BEVERLY BINGHAM
DON DUNCAN

Make your visit a positive one

Everything you need to know starts at
yukonhospitals.ca

Where to go • What to expect • What to bring
Visiting hours • Information about WGH expansion
Parking and directions • Career opportunities
and other useful information



Celebrating the past and future A tribute to hospital care in Dawson City

The Pioneer Women of the Yukon commemorated its 20th anniversary this year with a place on the wall at the Dawson City Community Hospital. The local community group, with the help of hospital staff, recently unveiled a new photo display in the hospital's lobby, which includes pictures highlighting the history of health care in Dawson and a large painting of three notable Yukon women– Lone Christiansen, Myrna Butterworth, and the late Annie Henry.

A member of the Tr'ondëk Hwëch'in First Nation, Annie Henry lived to over 100 years of age and was best known for keeping traditions alive within her very large family.

The Hon. Lone Christensen was not only the first female mayor of Whitehorse – she also became the first female Commissioner of the Yukon and was appointed Yukon's representative in the Canadian Senate from 1999-2006.

Myrna Butterworth is a lifetime member of the Imperial Order of the Daughters of the Empire and a Queen's Jubilee medal recipient. As current president of the Pioneer Women of Yukon,



Members of the Pioneer Women of the Yukon pose with the new display at Dawson City Community Hospital (Left to right): Janice Troberg, Shirley Pennell, Audrey Vigneau, Margret VanDusen, Myrna Butterworth, Brenda Caley and Joyce Caley

she was instrumental in creating the new photo display tribute and ensuring the longevity of the organization.

2015/16 Board of Trustees – Yukon Hospital Corporation

Craig Tuton / Public at Large
Chair of the Board of Trustees, Executive Committee, Pension Committee

Donna Hogan / Council of Yukon First Nations
First Nations Health Committee

Tanya Solberg / Hospital Staff
Executive Committee, Pension Committee

Clarke LaPrairie / Public Service
Executive Committee

Vera Holmes / Municipality other than Whitehorse (Dawson City)

Shadelle Chambers / Council of Yukon First Nations
First Nations Health Committee

Jay Massie / Public at Large
Executive Committee

Patricia Martin / Council of Yukon First Nations

Diane Strand / Council of Yukon First Nations

George Nassiopoulos / Municipality other than Whitehorse (Haines Junction)

Sue Stokes-Nash / Public at Large

John Firth / City of Whitehorse

Thank you to our outgoing board members!

Dr. Sherillynne Himmelsbach / Medical Staff Chair,
Quality Management Committee

Ray Kokiwi / City of Whitehorse

Message from the Board of Trustees Chair

Caring for Our Community

Here in the Yukon, we are fortunate to have one of the best health care systems in Canada – our community is the reason why.

We are committed to caring for our community which is why it's important to have our community involved in shaping our work.

Our expansion project at WGH is a great example – from public input how to make the new emergency area patient and family-friendly, to the healing-inspired design elements envisioned by First Nations communities. We've also worked with PCL to involve local tradespeople and companies in the project. We must also acknowledge the continued efforts of Yukon EMS and Health and Social Services as the project continues to move forward. With their help, we've been able to ensure that you still have access to all essential services during construction. And finally, this entire expansion project could not be possible without the nearly \$72 million in funding provided by the Yukon government – an investment in a facility that will support care in the community for years to come.

Expansion and development goes far beyond the project at WGH. It has been almost 3 years since both the new Dawson City Community Hospital and Watson Lake Community Hospital opened their doors to patients. These health care centres allow many Yukoners to receive care closer to home through access to 24/7 emergency care. And both communities have embraced the facilities with open arms.

With continuous community support, we have also been able to make important investments in equipment. The Yukon Hospital Foundation spearheaded a two-year campaign that raised \$2 million to purchase the MRI scanner – an effort that was overwhelmingly supported by residents, businesses and community organizations across Yukon. More recently, WGH received a new state-of-the-art Ophthalmology Microscope – a large investment in sight-saving technology for Yukoners. The Foundation continues to support hospital priorities through the purchase of advanced medical equipment.

Our hospitals are also looking at a way to involve the many skills and talents of our community. That's why one of our many priorities for the year ahead is to create a new program to welcome more volunteers into our hospitals. Volunteer programs like this are being used currently in other hospitals across the country and they've been successful in supporting health care providers, while helping to create a more comfortable healing environment.

On behalf of the Board of Trustees and all hospital staff, I thank you for your generosity and on-going support. We're able to build the best health care possible, closer to home, because of the strength of our community.

Craig Tuton, Chair
Board of Trustees
Yukon Hospital Corporation

Setting the standard

Video series highlights Yukon First Nations health programs

First Nations Health Programs (FNHP) in Yukon's hospitals recently launched a three-part video series to highlight the significance of cultural understanding and to showcase these made-in-territory programs as national and international best practice in health.

The videos feature Yukoners sharing their own experiences by focusing on patient services, cultural programs as well as cultural competency. The series was produced locally for the hospitals and made possible with generous financial support from RBC Financial.

"Our sincere hope is that Yukoners and others are able to learn more about our programs and the barriers that exist for Aboriginals in the health system."

FNHP has been successful in addressing and making progress in key areas, including calls to action made by the Truth and Reconciliation Commission – many of which are specific to health.

- Offering traditional foods and medicines, interpretation services and sacred healing space
- Advocating for First Nations, Metis and Inuit patients by providing moral and emotional support while in hospital
- Supporting mandatory cultural competency education to give hospital staff an increased understanding of cultural values, beliefs and experiences and the skills to communicate effectively
- Working to increase the number of First Nations health professionals in our hospitals

The three-part series can be viewed now at yukonhospitals.ca/about-us/news



First Nations health staff in front of the Na'Ku Healing Room located at WGH.

"About one-third of our patients self-identify as First Nations, Metis or Inuit – and we have worked to provide culturally appropriate care in our hospitals for more than two decades," said Laura Salmon, who oversees the programs based at Whitehorse General Hospital.



Checking up

Patients continue to give positive ratings for hospital experience

Since our hospitals introduced a new patient survey more than a year ago using tablets, we continue to receive valuable feedback from patients.

Using information gathered from the on-going survey, Whitehorse General Hospital (WGH) staff has been able to successfully monitor issues of importance to patients, and to identify opportunities for improvement, so we can meet expectations and continue to provide excellent patient care.

The unique survey is among the first in Canada to use

tablets at the patient's bedside to gather information about the hospital experience. The survey is available to anyone visiting WGH's Emergency department, admitted patients and those visiting the lab, medical imaging, Diabetes Education Centre, dietitians, physio and occupational therapy, or visiting specialist clinics. Over the last several months, it has also been introduced at the community hospitals in Dawson City and Watson Lake.

Building quality health care

Hospital expansion moves ahead



Upper photo: Construction begins on the new expansion site at WGH
Above: The old ambulance station is cleared to make room for the new hospital building

TIPS FOR A VISIT TO WGH IN JULY-AUGUST

- Park in marked areas only
- Use patient drop-off and designated parking spaces for individuals with disabilities located at front of the hospital
- Stay alert for vehicles and pedestrians
- Follow marked pedestrian path to front door
- Make note that the bus stop has moved

Getting ready for the new space

Behind the scenes, work is already well underway to make preparations for our move into the new emergency department.

This is a process to ensure we have the right people, in the right place, at the right time, with the right equipment and technology and with the right policies and procedures in place to provide great care on day one when the doors open in early 2018.

A lot of planning and preparation goes into being ready – and will involve the public along with staff from nearly every department. This means Yukoners can expect to see the new emergency department before it opens. Hospital and medical staff will also spend time working in the new space, running through processes and getting comfortable in the new environment.

» Stay tuned for more information in the coming months.

WHAT’S HAPPENING RIGHT NOW

Hospital access during construction

Yukoners will notice a lot of construction activity outside of the hospital, but on the inside, where it counts, everything will continue to operate as normal. All hospital services remain open and accessible.

And as WGH expansion continues to take shape, you will see many changes in and around the existing hospital.

From early July to early September, a larger, paved patient/visitor parking area will be under construction directly in front of the hospital. The only thing that changes for patients/visitors is where to park and the path you’ll take to walk to the main entrance during this short time.

Here’s what you can expect, so you are prepared and know where to go:

- Patients/visitors continue to come to WGH via Hospital Road
- Public parking will shift to areas around the construction zone
- Pedestrians will take a slightly longer path to the main entrance
- Patient drop-off zone and accessible parking spaces will be located next to the main entrance at the front of WGH

QUICK FACTS ABOUT EXPANSION

- Construction of a two-storey hospital wing, which includes a new emergency department
- A shelled second-floor space ready for future use
- Modernized patient care spaces designed to meet national standards in quality and safe patient care
- Upgrades to the hospital’s information technology systems and power infrastructure
- More accessible public parking
- New ambulance station
- Completion fall 2017, open early 2018
- \$72 million for the project is funded by Yukon government (includes construction of MRI facility opened in January 2015 and \$2 million from Yukon Hospital Foundation for the MRI scanner)

- Bus stop will move to new location next to Thomson Centre parking lot

Thank you for your patience and cooperation while this work is underway. Give yourself extra time, if possible, when visiting the hospital.

This expansion will help us meet high standards for infection control, safety, comfort and security – all things that keep you safe, help you heal and remain well cared for. It will also create a better work environment for our health teams to do their best work to diagnose and treat Yukoners, close to home.

The public parking lot will be under construction from early July to the end of August

Vehicle and foot traffic will be different when you arrive at the hospital during this short time.

Tips

- Park in marked areas only
- Use patient drop-off and designated parking spaces for individuals with disabilities located at front of the hospital
- Stay alert for vehicles and pedestrians
- Follow marked pedestrian path to front door
- Make note that the bus stop has moved

WGH Expansion In-Depth



WHY EXPAND?

Quality and safety

Expansion will enable us to provide the best care possible by:

- minimizing the spread of infection
- improving visibility between hospital staff and patients
- ensuring a nurse is the first point of contact in the emergency department
- reducing the distance to emergency department from main entrance
- building our capacity to manage mass casualty incidents

Health care delivery

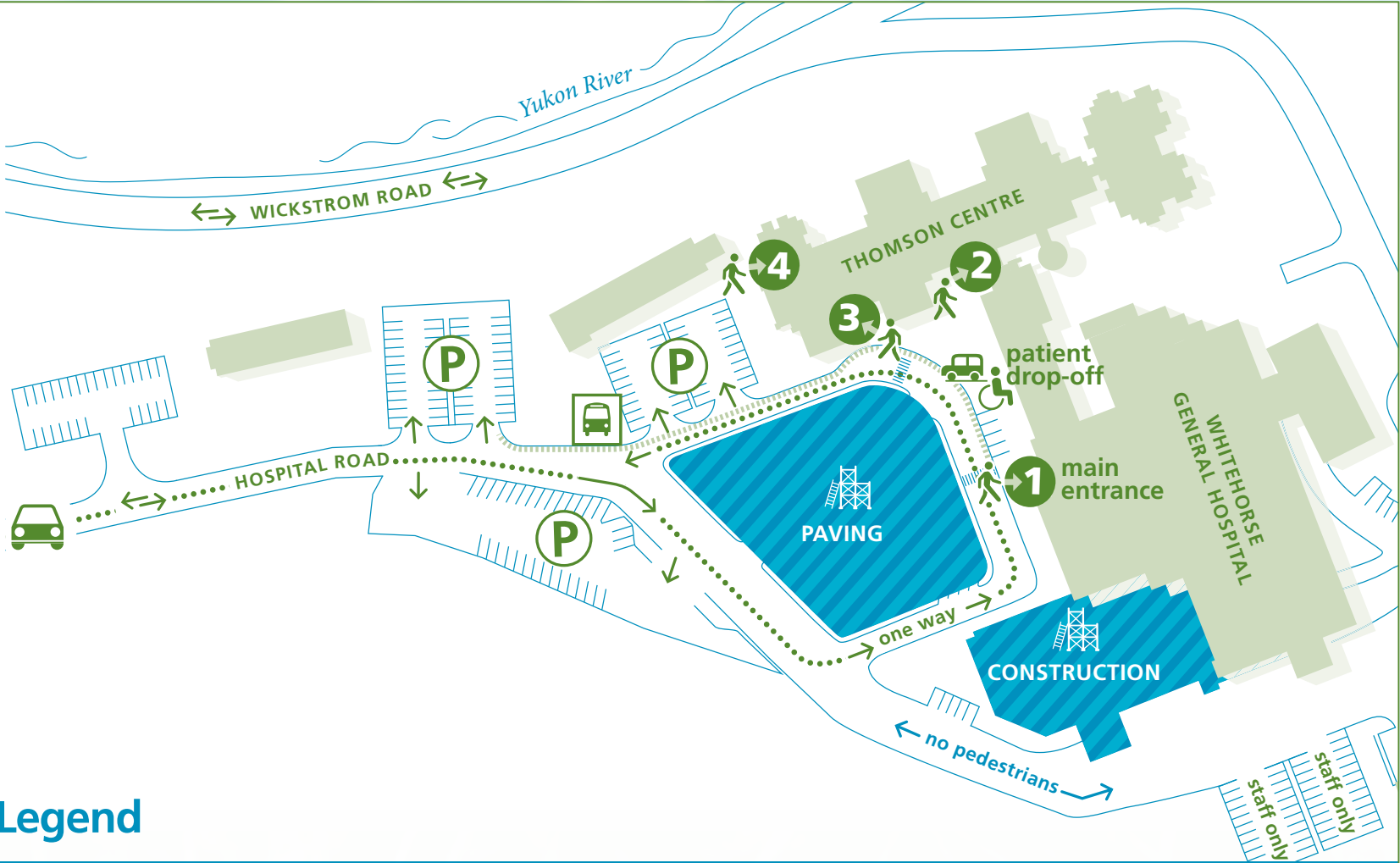
Expansion will help create an appropriately sized emergency department with suitable treatment spaces to meet the community’s acute care needs.

Yukon health care needs

Yukon’s shift to a larger, older population along with the territory’s unique health needs means the provision of hospital care will become increasingly complex and difficult to manage within the current emergency department. This project will help meet the anticipated future needs of a changing community.

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Legend

- Public entrance
- Patient drop-off and accessible parking
- Vehicle traffic
- Pedestrian traffic
- Public parking
- Bus stop
- Construction zone, no access
- ➔1 Main entrance**
 - Admitting desk
 - Emergency
 - Lab
 - Medical imaging (X-ray, mammography, ultrasound, CT, and MRI)
 - Visiting Specialist Clinic
 - First Nations Health Programs
 - Medical, surgical and maternity units
 - Chemotherapy
 - Pre-operative clinic/ surgery
 - Medical Day Care
 - Cafeteria
 - Hospital administration and support services
- ➔2 Thomson Centre**
 - Continuing care
 - Diabetes Education Centre
 - Dietitian
 - Yukon Hospital Foundation
 - Yukon Medical Officer of Health
 - Cancer Care Navigator
 - General Practitioners in Oncology
- ➔3**
 - Physiotherapy
 - Occupational therapy
- ➔4**
 - Surgeon’s Clinic
 - Obstetrician
 - Gynecologist