

Our Pulse

Spring/Summer 2021

Introducing 1Health: A seamless care journey enabled by one health information network for all Yukoners

New health information system launched Tuesday, June 1

Yukon Hospitals' staff and physicians use a computer system called MEDITECH to manage your patient record, scan and archive data, buy medical supplies and much more. Our version of this system has been in use for more than three decades.

Over the last two years, with support from the Government of Yukon, we worked closely with the Department of Health and Social Services and the Yukon Medical Association to build, test and launch a new version of MEDITECH in our hospitals and most health facilities in Yukon – we call it 1Health.



1Health will connect our information system with other health care providers across the territory. This will allow for the secure, instant and seamless exchange of health information between those who care for you. For you, this means only the providers caring for you have access to this information, and it's all in one place, so you don't have to re-tell your story each time you need a health service.

1Health will change and modernize Yukon's health care system and represents a significant investment to improve the quality, coordination and privacy of your health care.

The new system launched June 1 in Yukon's three hospitals. In the coming months, many other health facilities across the territory will also join 1Health.

Learn more about 1Health on page 2

Safe and excellent care

Recent and ongoing initiatives to improve patients' care and experience at Yukon's hospitals:

- ✓ Shifting to more sustainable, nutritious meal options and supporting local vendors (page 3)
- ✓ Advancing reconciliation and Indigenization to ensure First Nations ways of knowing, being and doing are part of our practices (page 5)
- ✓ Improving access and reducing wait times by expanding orthopedic surgical services (page 6)
- ✓ Implementing 1Health, a modern health information network, with health system partners across the territory
- ✓ Ensuring safe access to hospital services during the COVID-19 pandemic
- ✓ Supporting the ongoing territory-wide COVID-19 vaccination efforts to keep our patients and our people safe
- ✓ Improving patient comfort, safety and care by modernizing our fleet of beds and stretchers in all hospitals (page 6)
- ✓ Enhancing security services and improving secure medical care (page 7)
- ✓ Offering the best breast health care and medical imaging services closer to home with state-of-the-art technology (page 7)

A job well done: Learn more about YHC's COVID-19 vaccine team

Denica Christiansen and Keith Welch draw 10 doses of the Moderna COVID-19 vaccine from a vial, time stamp each syringe, and prepare for the first round of vaccinations to be administered at Whitehorse General Hospital (WGH) during one of several COVID-19 vaccination clinics.

Denica and Keith are two of more than a dozen Registered Nurses who worked with physicians in WGH's COVID-19 vaccination clinics. The team was responsible for vaccinating high risk health care personnel, which included nearly 600 staff, physicians, and Yukon's EMS and Medevac teams. Their work in WGH supported the territory-wide effort to do our part keeping staff, patients and Yukoners safe.

Usually a nurse in the Operating Room, Denica took a term position as Infection Control Practitioner/Occupational Health Nurse (ICP/OHN) when additional supports were needed to manage the pandemic and the rollout of COVID-19 vaccines.

"Vaccines are routine, but in a pandemic situation, it's more intense," says Denica.

Unique opportunity after year of uncertainty

The arrival of the Moderna vaccine brought hope, relief and celebration. It signaled an important step forward after a year of change in Yukon's hospitals and across the territory.

As one of many tools in the fight against COVID-19, the highest risk staff and physicians had to have quick access to the vaccine. Personnel at Dawson City and Watson Lake Community Hospitals were vaccinated as part of community immunization efforts led by public health.

Denica says being part of the vaccination team was a privilege and a rewarding opportunity.



"It feels like you're a small part of history. It's great to know this will have a lasting impact on my coworkers, our community and territory as a whole, and people were so grateful and excited about getting their vaccinations."

Continued on page 2

1Health, continued from page 1

What does 1Health mean for Yukoners?

With 1Health, most Yukon health providers and facilities will start to use the same electronic health information system.

- Yukoners will no longer need to repeat their story at multiple points of care.
- All your health information will be in one place and securely accessible only by authorized providers across the territory, and only by those who need the information to provide you with care.
- All activity in 1Health is monitored, recorded and auditable.
- 1Health will also include an online 'patient portal,' planned for later this year, to give Yukoners access to their health records, results and appointments.

What to expect in hospital

Using a new system requires big changes to how we do our work, how we use several computer systems, and the equipment we use in Yukon's hospitals.

- Yukoners can be confident their care providers have trained and prepared extensively for 1Health.
- Like learning anything new, there will be a 'learning curve' as our teams become more familiar with a new system.
- As we implement the new system, we might take a little longer to address your needs, and there could be some short service interruptions or slowdowns.
- You might also see extra people working with our staff to support them as they adjust and continue providing safe and excellent patient care.
- Please be patient with staff and physicians in the coming weeks as these changes take place.
- Please plan for your hospital visit to take a bit longer than it normally might.



Learn more about 1Health

- ✔ Visit Yukon.ca/1health
- ✔ Visit YukonHospitals.ca/1Health
- ✔ Contact 1health@yukonhospitals.ca

A Job Well Done, continued from page 1

Behind the scenes

Denica credits the success of the clinics to the quick response and hard work from staff on both sides of the syringe.

"A lot of staff and physicians answered the bell. For the peer vaccinators—the nurses giving the needles—we had training and education about the Moderna vaccine over a weekend, and the first clinic started that week. Everyone eligible for vaccines was quick to book their appointments and be on time so clinics ran as quickly and efficiently as possible."

Many physicians also went above and beyond their usual clinical duties to volunteer their time and expertise to support the clinics. They helped reduce apprehension by answering questions about the vaccine and post-vaccine care. They also registered people for appointments and tracked down anyone on wait lists to ensure every dose was used.

Quick collaboration and a focus on accessibility

Swiftly providing two vaccinations for nearly 600 people over two months took dozens of employees from

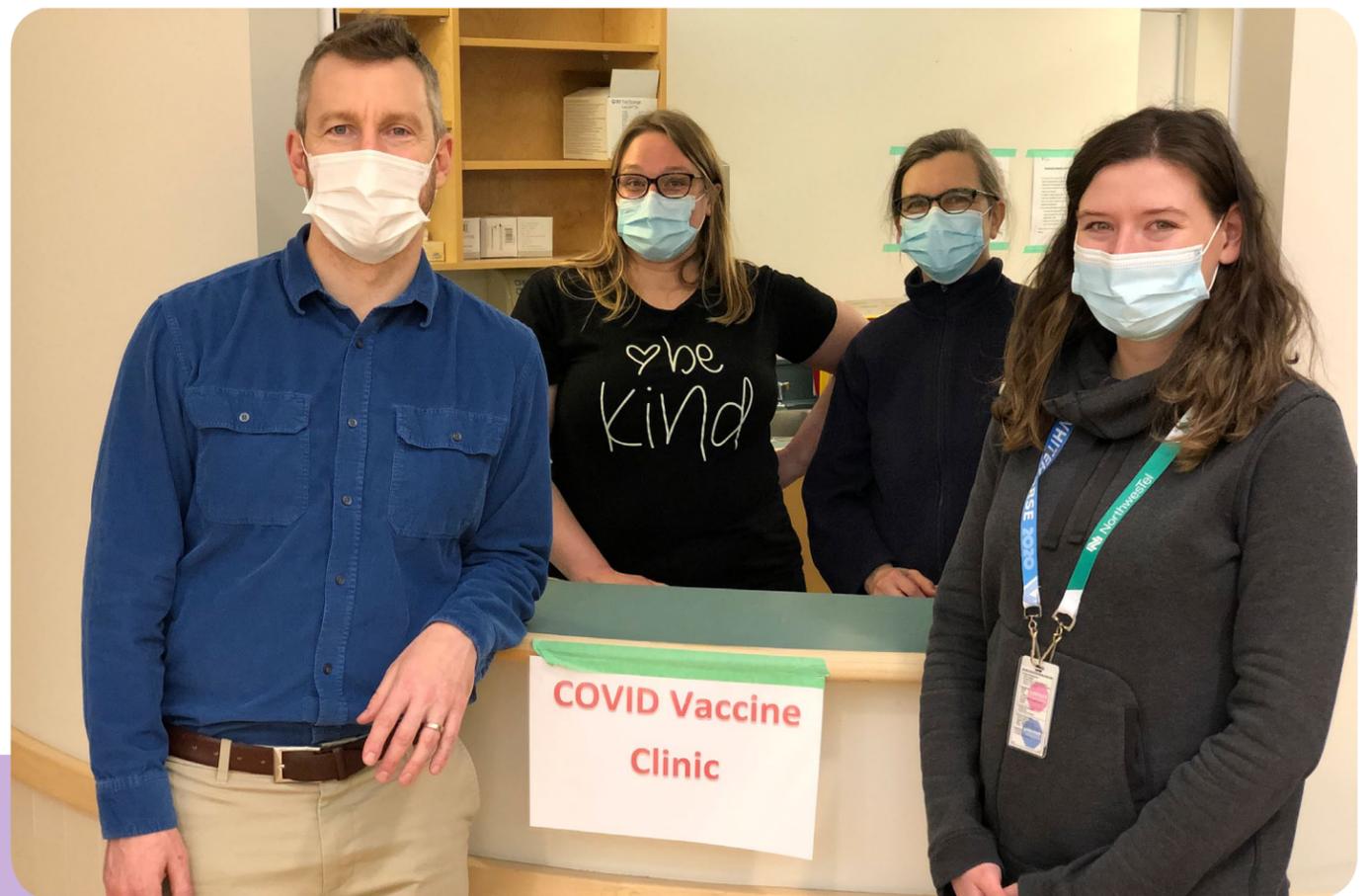
several teams working together. These teams included environmental services, information services, infection control, facilities, projects, engineering, and quality and strategy.

Clinic schedules also had to accommodate staff and physicians supporting 24/7 operations.

"It's not a flexible process," says Denica. "We don't work with unlimited resources, and in a pandemic situation we had to maximize the use of everything we had, including vaccines and supplies."

"The success of these clinics took a lot of teamwork within the hospital and with our health system partners," says

Karen Girling, Director of Projects at Yukon Hospitals. "From securing and safely storing vaccines and supplies, to finding space, cleaning, scheduling, and tracking nearly 1,200 appointments, it's truly a team effort and we can't thank everyone enough for their continued dedication and hard work to keep everyone safe."

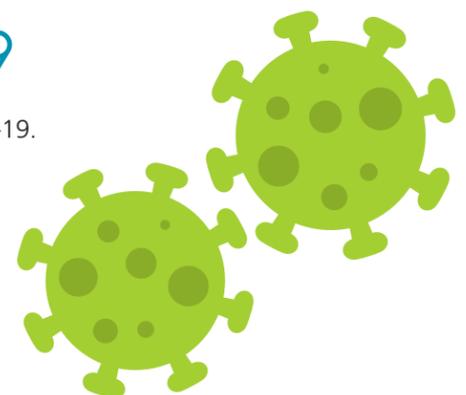


L-R: Keith Welch, Drs. Tanis Secerbegovic and Kathleen Dalinghaus, and Denica Christiansen at one of several WGH COVID-19 vaccination clinics

Continued caution in the fight against COVID-19

Even with a vaccination, you could still become ill with or spread COVID-19. The vaccine is one tool in our fight against COVID-19.

- ✔ It's critical to continue to practice the Safe 6 plus 1: Wear a mask, keep your distance, keep your hands clean, stay home if you feel sick, avoid crowds, travel with respect, and isolate if necessary.
- ✔ Anyone experiencing symptoms in Whitehorse should call the COVID-19 Testing and Assessment Centre at 867-393-3083 or book online to arrange testing. People in communities should contact their community health centre.
- ✔ If you have questions about vaccines, want to learn about their benefits and potential risks or need to find more information about Yukon's vaccine rollout plan, visit www.yukon.ca/covid-19.





L-R: Leslie Carson and Yolanda Stanton, Dietary Aide, with a nutritious patient meal; Frozen bison stew portions are prepared and safely stored for Indigenous patients in Yukon's hospitals; Bing Li, Cook, showcases a fresh batch of caribou meatloaf.

Shifting to more local, sustainable food options in patient nutrition

An update from Leslie Carson, Nutrition and Food Services Manager

Our Nutrition and Food Services team has been changing its menu to be more sustainable and to promote eating healthy and local. A big part of this is supporting local vendors. We buy from Yukon Grain, Yukon Gardens, Yukon Spring Water, Midnight Sun Coffee Roasters, Little Red Hen Eggs, Stacey's Butcher Block, and Icy Waters. We also brand local offerings on our menus so patients know where their food comes from,

and that we value and support local producers in our communities. Being more sustainable also means using vegetable leftovers and local bones to make homemade bone broth for patients on Clear Fluid Diets.

We've reduced our meat portions from four to three ounces, and are working towards offering less meat and more vegetarian options on our patient menus.

Most of our soups are now vegetarian, and we are working towards offering fresh vegetables (local if possible) on our menu. Once a week, we offer a big bowl of hearty soup as the main attraction, where less meat is offered in a creative yet enticing and delicious manner.

We also recognize our community is becoming more multicultural, so offering more ethnic and traditional foods on our patient menus is a nice way to show respect to our patients.

New recipes include offerings like Elk Meatballs, Arctic Char, Adobo Chicken, Spring Rolls, Butter Chicken, Bison Barley Soup and Vanilla Yogurt with Haskap Berries.

Sustainable approaches to food and nutrition focus on...

- ✔ Eating a plant-based diet
- ✔ Reducing meat consumption
- ✔ Consuming seasonal local fruits and vegetables
- ✔ Reducing food waste and loss
- ✔ Choosing certified sustainable fish
- ✔ Breast feeding
- ✔ Limiting the consumption of processed foods
- ✔ De-emphasizing over-consumption messaging



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Meet Sylas Itsi, one of Yukon Hospitals' youngest employees and the first hire as part of the Indigenous Workforce Initiative

New program connects Indigenous Yukon youth with career opportunities in healthcare



Sylas Itsi organizes medications in the WGH Pharmacy

Sylas Itsi pulls a strip of individually packed pills from the drug dose-packaging machine in Whitehorse General Hospital's (WGH) Pharmacy. He verifies the counts are accurate, adds them to the medicine cart and prepares to deliver them to units around the hospital.

Sylas is a recent graduate of F. H. Collins Secondary School. He's an avid landscape photographer, enjoys skiing at Mount Sima, and travels to his family's Ross River cabin on long weekends. At age 19, he's also one of the hospital's youngest employees and newest technicians in the WGH Pharmacy.

Sylas joined the team in December through Yukon Hospitals' new Indigenous Workforce Initiative (IWI), an organization-wide effort to build a representative workforce by growing the number of Yukon First Nations working in all areas of our hospitals, retaining more Indigenous team members and improving Indigenous professional development opportunities.

Benefits abound for health system, patients and Indigenous youth starting a career

Despite a limited knowledge of pharmacy and hospital operations, Sylas had applicable, valuable skills to support entry-level work. His

responsibilities include packing medication carts and stocking medication cabinets in WGH's inpatient units. He also had the opportunity to help pack and distribute the Moderna COVID-19 vaccine in support of Yukon's vaccination efforts earlier this year.

"Drug names can be tough to pronounce, but the team has been supportive and welcoming as they teach me what I need to know to do my part," says Sylas. "I'm quite comfortable now, progressing well in the role and it's a rewarding feeling to help those who care for patients."

It's hands on, fast-paced work, but Sylas is a quick study.

"It's been wonderful having Sylas join the team and our senior technicians have really taken him under their wing," says Prey Naidoo, Pharmacy Manager. "He's hardworking, punctual and respectful. He brings a youthful energy that improves our team's dynamic, and we've benefitted by adding a perspective from outside our department and organization."

An organization-wide effort to recruit and hire more Indigenous youth

Sylas learned of the employment opportunity through Marshal Johnson, who works in Yukon Hospitals' First

Nations Health Programs. Late last year, Marshal was working closely with local high schools and youth-serving organizations while preparing to launch the IWI. He immediately recognized Sylas' potential.

"I knew Sylas was driven and could bring a lot of skills to our organization," says Marshal. "He was upgrading his diploma, and I learned he also spent much of his life on the land with his elders—an experience that requires attention to detail, a strong work ethic, and an understanding of how important it is to learn from leaders. These are great traits for any employee, let alone a teenager just starting a career and looking at post-secondary education opportunities."

Marshal matched Sylas with an open position in the Pharmacy. With support from Prey and the pharmacy team, Sylas is excelling in his new role. He's also considering post-secondary education to earn a professional designation as a Pharmacy Technician, which would further develop his skills, expertise and career opportunities in the pharmacy field.

A supportive learning environment ideal for early career experience

Sylas says the best parts of the job are the challenging, fast-paced nature of the work and the satisfaction of knowing he helps those helping patients. He encourages anyone

interested in a career in healthcare to consider the many different opportunities available.

"If you're Indigenous, I think you should pursue a career in healthcare or the hospital because the system as a whole would benefit from more Indigenous representation, contributions and perspectives," says Sylas. "You might be surprised to see how many important roles exist behind the scenes to support hospital operations, and everyone supports each other as a team. I'd encourage anyone interested to go for it, but don't expect it to be easy—it's hard work."

Prey agrees, but adds that there are also many benefits to a career in healthcare.

"Healthcare can be challenging and intimidating, which is understandable," says Prey. "We care for very sick people, and it's serious work, but there are clear rules and procedures for everything. Once you're familiar with it, it's like any other job. I encourage anyone interested in healthcare, or post-secondary education related to healthcare, to try a casual position to see if they like it. It could be an ideal job experience, particularly early in your career."



L-R: Leandra Butler (Environmental Services), Sylas Itsi, Ken Edwards (Environmental Services Manager) and Prey Naidoo (Pharmacy Manager)

More information on the Indigenous Workforce Initiative (IWI)

Yukon Hospitals is committed to including First Nations and Indigenous ways of being, doing and knowing as they pertain to the past, present and future of health care.

If you would like to learn more about the IWI and opportunities at Yukon Hospitals, please contact Marshal Johnson:

Email: Marshal.Johnson@wgh.yk.ca

Phone: 867-332-7203

QA

Indigenization in action at Yukon Hospitals

Indigenization is the act of making something suit the local culture through recognition and adoption of Indigenous worldviews, the transformation of spaces, services, policies and programs, and the inclusion of more Indigenous people.

Yukon Hospitals has committed to understand the local presence and rights of Indigenous people and to uphold our obligation to Yukon's First Nations. This means including First Nations values, cultures, languages, ways of knowing, being, doing, and relating into the fabric of our operations.

In this Q&A, Laura Salmon, Yukon Hospitals' Director of First Nations Health Programs and Jason Bilsky, Yukon Hospitals' CEO, share their perspectives on Indigenization.



What does Indigenization mean for Yukon Hospitals?

Laura: As an organization, we're in the defining stage. It's about understanding that despite our sincere efforts to care for people, harm has been done, and we have to take steps to do and be better.

Jason: It means we acknowledge we do not know all the best ways to do things. But, if we dedicate the time and space to have these conversations and develop relationships with First Nations and allies, what it means in our context and what we need to do will become clearer.

What are the benefits of Indigenization for patients, staff, Yukon Hospitals and the territory as a whole?

Laura: The main benefits are making hospital care safer, more comfortable and more accessible.

Jason: The ultimate goals are better experiences and better health outcomes for First Nations patients. In addition to patients having better experiences, our team gets stronger when it respects and incorporates First Nations people and approaches to caring, healing and communicating.



What are some of the challenges?

Laura: You want to do justice to the importance of reconciliation. You want to see real, visible changes to spaces, new ways of communicating and learning, and consistent acknowledgements. Over time, that can grow into practice and policy changes that start to improve how an organization operates.

Jason: Decolonization and anti-racism efforts are not easy, but they are necessary for reconciliation. Indigenization is much more than inclusion and diversity. We have to strive constantly to decolonize and do better for current and future First Nations.

Advancing Indigenization at Yukon Hospitals

- ✔ Indigenous Workforce Initiative – Recruiting, hiring and retaining more Indigenous employees.
- ✔ Youth Internship and Entry Project – Providing professional development and employment opportunities for Indigenous youth interested in healthcare careers and improving the health of our community.
- ✔ Community Support Workers – Improving access to culturally safe care in Dawson City and Watson Lake by introducing highly trained First Nations Community Support Workers to help deliver services in each community hospital.
- ✔ Dedicated Emergency Department support – Providing a dedicated First Nations support and signage at Whitehorse General Hospital to ensure immediate access to culturally appropriate support during emergencies.
- ✔ Traditional Food – For over 25 years, our Traditional Food Program has focused on shared respect for wild game, hunting, harvesting, processing and serving traditional food as part of our First Nations Health Programs. This helps facilitate reconciliation, foster pride between patients and community partners and enhance patient care and healing.
- ✔ Security Enhancements – Improving security services with new training and education to provide culturally appropriate security and meet the safety needs of patients and staff.
- ✔ Frozen Meals Program – Partnering with Liard First Nation (LFN) to deliver nutritious meals prepared at Watson Lake Community Hospital to LFN elders.
- ✔ First Nations Maternity Support – Partnering with the Council of Yukon First Nations to incorporate traditional teachings into the WGH maternity program. New mothers are gifted hand-sewn umbilical cord bags (pictured above), a traditional teaching, a card from our team, and postpartum tea.



Yukon Hospitals' First Nations Health Programs team

Improving patient care, comfort and safety: Yukon Hospitals is updating its fleet of patient beds

Five-year replacement strategy prioritizes patient, staff safety

Most lives begin and end in them. We spend roughly a third of our lives sleeping in them. We heal and recover in them during hospital visits.

Just as beds are essential to how we function and live our lives, hospital beds are critical, often overlooked pieces of equipment needed for patient care. Modern, state-of-the-art hospital beds improve safety for patients and staff, and help lead to better health outcomes and overall experiences.

“At the simplest level, most patients are admitted to hospital because they have pain they can’t control or their mobility has been limited,” says Tanya Solberg, Director of Diagnostic & Therapeutic Services. “When paired with medicine, procedures and therapy, the bed is one of the most important tools staff and physicians use to support patients along their care journey.”



Investing in modern patient care infrastructure

Yukon Hospitals is in the midst of a five-year initiative to modernize and replace its fleet of beds and stretchers across all three facilities. Watson Lake Community Hospital received six new beds last year. Beds in Dawson City and Whitehorse are being replaced over the next four years.

With a recommended lifespan of a decade, Yukon Hospitals must use a sustainable, phased approach to replace the old with the new.

“In many ways, a bed isn’t just a bed—it’s a piece of technology that has become quite advanced in terms of how it supports your care,” says Lara Murphy, Director of Patient Care and Experience. “And just like other technology, as it needs to be repaired or replaced, we focus on priority areas each year.”

Modern inpatient beds cost around \$10,000 each. Specialty beds, like those for bariatric or maternity patients, cost over \$30,000 each. Yukon Hospitals’ five-year initiative is an investment of about \$750,000, or \$150,000 annually.

“When we know a patient’s comfort and dignity are maintained, and that as a team we’re offering the best possible care and equipment, it’s a big boost to staff morale, and makes for a good day at work.”

Delivering better patient experiences, meeting evolving care needs

Modern hospital beds offer much more than brakes, rails and wheels.

The models Yukon Hospitals is adding to its fleet have advanced monitors that alert staff and patients visually, audibly or remotely of unsafe movements, which can be helpful for patients with memory or cognitive impairments.

They also feature a one-touch scale and electronic adjustable air mattresses, which can be quickly inflated or deflated based on a patient’s needs. Pressure can be changed to ensure patients can feel the surface below them. Combined with better surfaces, these features improve healing and prevent the worsening of wounds.



“Beds are now smarter, connected devices that help keep patients safe and comfortable by minimizing falls or injury,” says Lara. “From wound and fracture care, to proper circulation, pressure relief, and adequate rest, our state-of-the-art beds play a huge role in patients’ recovery and the regaining of their independence.”

Modern hospital beds also meet new and expanding patient care needs.

“Whether it’s specialized bariatric beds with a higher weight capacity and width to care for heavier patients, or maternity beds that provide the right support birthing and new mothers need to be comfortable with their babies, our technology and equipment adapts as patients’ needs evolve,” Lara adds.

Big benefits for staff, too

New beds also improve staff safety, morale and job satisfaction.

The new beds can easily elevate, lower and adjust in many more configurations, which can be tailored to a patient’s needs and abilities when staff provides rehabilitation in the patient’s room.

“A good hospital bed can promote independence in safe movement during a hospital stay, which is a key part of the healing process,” says Lauren Barrett, Clinical Leader of Medical Rehabilitation Services at Whitehorse General Hospital. “Patients can now move around in bed easier, and transfer to sitting at the bedside more comfortably and securely. As a result, there can be less lifting and straining for both staff and patients, and reduced risk of injuries for staff.”

Beyond patient healing, modern beds also improve patients’ quality of life and the work experience of those caring for them, which is why it has been important to include staff in the process of identifying needs and priority areas when updating the fleet.

“The new additions to the bed fleet allow us to customize equipment to meet patient needs, rather than being constrained by the older beds’ limitations,” says Lauren. “Updated equipment also adds an element of improved dignity. When a patient has an appropriately fitting bed that meets their needs, it can affirm their personal value during a vulnerable time of life. When we know a patient’s comfort and dignity are maintained, and that as a team we’re offering the best possible care and equipment, it’s a big boost to staff morale, and makes for a good day at work.”

Improving Yukoners’ access to orthopedic care

Yukon Hospitals, the Government of Yukon, and the territory’s two orthopedic surgeons, Drs. Curtis Myden and Scott Westberg, have signed an agreement to welcome a third orthopedic surgeon to the team. Orthopedics focuses on the care of the musculoskeletal system, which includes muscles, bones, joints, ligaments and tendons.

The new surgeon, who is expected to begin later this year, will bring further expertise to the Yukon as the team prepares to launch a local hip replacement program. The addition of a third surgeon will also help reduce wait times for knee replacements and allow for in-territory hip surgeries to begin.

This means more orthopedic services will be available for Yukoners, and more patients will benefit from improved access to care, fewer delays, less travel and the ability to recover here at home.

Security enhancements and improved secure medical care coming to Yukon Hospitals

The safety of our staff, physicians, patients and visitors is paramount. The delivery of mental health services, particularly in rural and remote communities, is also increasingly complex.

Our team is always working to find ways to improve staff and patient safety, and enhance the ways we provide secure care. Particularly with the effects of the pandemic on vulnerable patient populations, we continue to prioritize the safety of everyone providing and receiving care in our hospitals.

Here are some recent highlights in support of these ongoing improvement efforts.

Enhanced security services

- Earlier this year, Yukon Hospitals' leadership consulted with Canada's leading expert in hospital security to review and assess how we provide security and find ways we could improve.
- They advised us on how we could change and enhance our approach to security to one that prioritizes cultural and clinical safety over the traditional 'facility monitoring' method.
- In the coming months, security personnel will begin working much more closely with patient care teams after completing enhanced education and de-escalation training.
- At Whitehorse General Hospital (WGH), there will also be increased coverage with two security personnel on duty 24/7.

Culturally safe security services in our community hospitals

- Our teams are also working closely to provide security services in a way that is culturally safe in Dawson City and Watson Lake Community Hospitals.
- Additional training and development for security services at these hospitals will support the unique cultural, safety and security needs of community hospital staff, patients and visitors.
- Yukon Hospitals is updating our policies and approach to code white call responses, which is how we respond to violence or aggression.
- This helps ensure we have the right people in place to prevent, recognize and respond to violence and aggressive behaviour at all times in all three hospitals.



Working with Canada's mental health experts

- Canada's Centre for Addiction and Mental Health (CAMH) has conducted a full program review of Yukon Hospitals' secure medical services.
- With their expertise, and through continued close work with psychiatrists and government, we will have additional guidance to find ways to improve the shared mental health programs, services, policies and facilities in our hospitals and across the Yukon.

Preparing for improved secure medical services, programming and spaces

- The Secure Medical Unit (SMU) in WGH is an acute stabilization unit where patients receive care when transitioning to or from home, community services or a facility outside the Yukon.
- We have recognized that our current space to provide mental health support has not been adequate to meet patient needs, both in terms of space and programming available.
- Yukon Hospitals was excited to see the territorial government's budget commitments for important mental health care needs in our facilities and across the Yukon, including \$5.7 million toward a new SMU in WGH.
- Work is underway to begin the detailed design and construction of a new SMU in the shelled space above the WGH Emergency Department. This facility will offer higher quality spaces and enhanced programming for patients needing secure medical care.
- To provide the best health outcomes for patients with a mental health diagnosis, secure medical services should be part of a broad, territory-wide vision for improved mental health.

New state-of-the-art medical imaging technology improves diagnostic care for Yukoners

Yukon Hospitals' Medical Imaging team has made several investments to improve patient care and staff experience at Whitehorse General Hospital. Here are a few of the highlights.

The best breast health care closer to home

Led by tremendous local efforts and generosity of Yukoners, including Run for Mom and the Yukon Hospital Foundation, Whitehorse General Hospital is now home to the latest mammography technology. Mammography is an x-ray imaging method used to examine the breast for the early detection of cancer and other breast diseases.

The new technology, called tomosynthesis, creates a three-dimensional image as the machine moves in an arc over the breast. This gives our team a much more efficient and effective screening and diagnostic tool, which allows for earlier (and more accurate) detection of smaller breast cancers.

The nearly \$1 million mammography unit replacement project completed in December included the new equipment, upgrades to our I.T. infrastructure and renovations to our exam suite.



Real-time X-ray imaging helps surgical teams during operating room procedures



Many cases of orthopedic trauma in the operating room require clear visualization of body parts in real time to treat injuries and stabilize bones, muscles, tendons and ligaments.

Yukon Hospitals recently invested in a state-of-the-art C-Arm X-Ray machine that gives our surgical teams a clear, real-time image to assist with these operations.

The C-Arm is a mobile X-Ray machine that can position exactly over the area of the body the surgical team needs to see when helping to care for orthopedic trauma patients. It also helps with pain management and inserting PICC (peripherally inserted central catheter) lines for chemotherapy treatment, as well as many other general surgical uses.

New ultrasound machines enhance image quality and improve patient, staff experience

Yukon Hospitals' Medical Imaging department continues to improve its ultrasound technology and services for patients in a variety of ways.

We recently installed four brand new ultrasound machines in Whitehorse General Hospital (WGH) to replace three older machines. In addition to the new technology, the fourth machine is located in a brand new ultrasound suite in the WGH Emergency Department. This means these imaging services are now available to patients in the same area.

Ultrasounds use soundwaves to create images of internal body structures. They help physicians and medical imaging specialists assess a wide range of conditions in the body, in addition to obstetrical (fetus) ultrasounds.

Our new machines provide higher resolution, clearer images than older machines. They are also lighter, easier to move, and feature voice recognition and touchscreen controls, which means less physical strain for staff to use. This helps reduce the likelihood of injuries from repetitive movements.





Volunteer Services Update

While Whitehorse General Hospital's Volunteer Services have been suspended for over a year, our dedicated team of volunteers have continued supporting our hospital from afar.

Our volunteers have remained engaged during this time as we eagerly await their return to the hospital to provide their much-needed and appreciated extra services to our patients.

Over the past year, volunteers have spent many hours volunteering virtually however possible—from attending meetings and training, to supporting the revitalization of our program by reviewing policies and procedures, resources, and program materials, and by providing their feedback as subject matter experts.

Last year, we welcomed Gwen Ross, Coordinator of Volunteer Services and Patient Support to our team.

Gwen has been busy preparing for the safe and sustainable return of our team of volunteers while also advancing new services and programs to WGH, including Patient Mail, which helps connect patients with family and loved ones while receiving care.

Thank you to our amazing group of volunteers who are greatly missed by our staff and patients alike and thanks to Gwen for all of her hard work and dedication to the team.

Make a difference in our community! Volunteer at Whitehorse General Hospital.

Volunteers are an important part of the Yukon Hospitals team. Their compassionate service, care and dedication enhance the hospital experience for patients and visitors.

From the Morning Brew Crew to Friendly Visitors, we offer a variety of opportunities for volunteers to connect with patients and family members, offer directions and information, and enrich the high quality care provided by our professional staff.

To volunteer or learn more about the program:

- ✔ Call 867-393-8673
- ✔ Email volunteer@wgh.yk.ca
- ✔ Start your application online at www.yukonhospitals.ca/volunteer

Connect with family or loved ones in hospital with *You've Got Mail*

Our Volunteer Services team has launched a new patient mail program at Whitehorse General Hospital (WGH) called *You've Got Mail*. To help improve patients' experience, this new program aims to make patients at WGH feel more connected with their loved ones while receiving care.

Friends and family members can email messages and well wishes to patientmail@wgh.yk.ca. Messages will be printed, sealed and hand delivered to the patient by a registered volunteer or nurse. Messages sent through this service must include the patient's full legal name, unit, and room number. Patients cannot send a response through the service.

To learn more, visit yukonhospitals.ca or contact Gwen Ross, Volunteer Services Coordinator: Gwen.Ross@wgh.yk.ca.

Visiting the hospital?

Use these tips to make your visit as smooth as possible.

- ✔ Arrive early to park and find your way.
- ✔ Let us know as early as possible if you can't make it. This helps us use time and resources to provide care to others.
- ✔ Bring any appointment document(s) you received.
- ✔ Bring your Yukon Health Care Card. If you're new to the Yukon, or have questions regarding your Yukon Health Care Card, call 867-667-5209 or stop by the
 - Insured Health Services office at 204 Lambert Street (4th floor) in Whitehorse to register with Yukon Insured Health.
- ✔ Ensure your Yukon Health Care Card is up to date.
 - Insured Health Services needs to have your updated address and phone number. If you recently moved or changed your number, let them know. Email Yukon.Healthcare@gov.yk.ca or call 867-667-5209.