

Leading the way in compassion and discovery.

CORPORATE EVENTS

- **Effective Strategies for Behavioural Approaches to Dementia Care**
- “Priming, Timing, Miming”
27 February, Monday
8:30 a.m. - 12:00 noon
Presenter: Dr. Lindy Kilik
Mental Health Services
Learning & Leadership Ctr
T: 613-548-5567, ext. 5713
- **13th Annual Founders’ Dinner**
24 March, Saturday
Ban Righ Hall, Queen’s U.
5:30 p.m. Champagne
reception & Silent auction
tables open
7:10 p.m. Dr. Goldbloom
8:00 p.m. Gourmet dinner
- **Staff Education Bursaries
Deadline for
applications: 31 March**
Contact: Learning &
Leadership



WHAT’S INSIDE

- Profile: Working together
with FCMHAS
- Welcome Alan Mathany
- Founders’ Dinner
- Building Providence Care
Hospital - Update
- Enhancing Our
Relationships - Person &
Family Centred Care

Providence Care participates in Walk for Memories



St. Mary’s of the Lake Hospital, Providence Manor and the Hildegard Centre participated in Kingston’s Walk for Memories. Pictured is the Providence Manor team: Back LtoR: Grace Costa (Recreationist), Ted Hsu (MP for Kingston & The Islands), Team Captain Shannon Beckstead (Recreationist), Shelagh Nowlan (VP Long-Term Care), Ruth Flores (Recreationist), Dianne Dutcher (Volunteer Coordinator) Front LtoR: Jim Stinson, Francois Fortin, and Lillian Batchelor (residents).

On January 29, residents, staff, and volunteers from Providence Care participated in the Alzheimer’s Society Walk for Memories in the Catarauqui Mall in Kingston. The Alzheimer Society Walk for Memories is the largest fundraising event in the province dedicated to increasing awareness and raising funds for vital programs and services that support people living with Alzheimer’s disease and related dementias.

The event in Kingston showcased some local entertainment and a number of local politicians came out in support. In total the Kingston Walk for Memories raised \$28,574, over \$10,000 more than last years’ event!

Congratulations to our Providence Care teams - from St. Mary’s of the Lake Hospital finishing second place overall for team donations, and from Providence Manor and the Hildegard Centre placing third for team donations!

Thank you to everyone who participated and donated to this very important cause.



Working together with FCMHAS

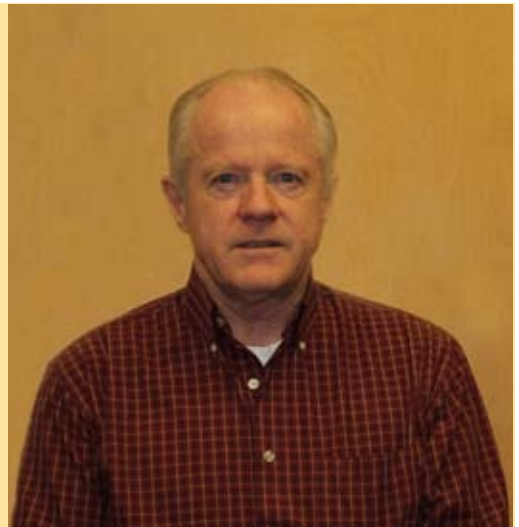
- transitioning MHS inpatients to community living

“It’s all about meeting the needs of the client,” says Alan Mathany, Director of Systems Development with Frontenac Community Mental Health and Addiction Services ([FCMHAS](#)). Alan, who has over 30 years’ experience in community mental health, is currently involved in a two-year joint project with Providence Care to transition inpatients from Mental Health Services to community living. The project is two-fold – working together to gradually move 24-28 long-stay inpatients to community living as well as developing a long-term plan for transitioning future inpatients into the community. Developing the services and support to help people return as part of their community as soon as possible will be essential to support hospitalizations with an average length of stay of 90 days. This approach hastens recovery and enhances quality of life, sense of self-worth and independence.

Karin Carmichael, Administrative Director of our Adult Treatment and Rehabilitation program at Mental Health Services is working closely with Alan and staff from both organizations on this project.

Transition of individuals who have lived in hospital for many years to the community involves many people and takes time. Not only do transition plans need to be developed with each individual but other needs such as housing, activities, rehabilitation, and support need to be addressed. Assertive Community Treatment Teams from both organizations and our Community High Intensity Treatment Team are working together to help put these plans and services in place. Collaboration between Providence Care and FCMHAS is vital to the smooth and successful transition of individuals who have lived in hospital for an extended time. FCMHAS operates housing in the community that provides various levels of support depending on the needs of the individual. Typically people gradually move

Welcome to Alan Mathany, Director of Systems Development with FCMHAS who is working closely with Karin Carmichael and MHS staff on a joint project between the two organizations.



through various levels of supportive housing to accommodation of their own. Assistance continues to be available, when required, for those moving to their own premises.

Looking to the future for ongoing transition of long stay individuals to the community, which has the support of the South East Local Health Integration Network, will require developing a smooth and timely access to services – from hospital to various forms of community housing. Coordination and cooperation between all three hospitals, Providence Care, Kingston General and Hotel Dieu Hospital and FCMHAS will be required to develop a successful joint plan. “We need to hear from everyone,” says Alan. “We have already formed a committee to work on future plans.”

- Cathy Clark, Communications Officer



You are cordially invited to the 13th Annual **Providence Care Founders' Dinner**

Saturday, March 24, 2012
Ban Righ Hall, Queen's University

5:30 PM - Champagne reception & silent auction tables open

7:10 PM - Dr. David S. Goldbloom
VP, Mental Health Commission of Canada

8:00 PM - Gourmet dinner

Entertainment provided by KingsTown Tenors
Dress is business/cocktail attire

Ticket includes a chance to win a phenomenal grand prize

To purchase tickets: Contact Lori Faggiani
613.549.5452 ext 5918 or lori.faggiani@uhkf.ca

Staff and Hospital Redevelopment Planning Team begin work on detailed design

Our new hospital project is becoming more real for many staff this winter, as the detailed planning and design work begins.

In January, over 90 staff met with members of the Joint Planning Office in a series of meetings at Mental Health Services and St. Mary’s of the Lake Hospital. Together, they reviewed aspects of the Functional Program and talked about the work that needs to happen in the coming months. These teams, or “Clinical User Groups,” represent programs and services at both hospital sites and will be meeting on a regular basis to contribute to the development of the Project

Specific Output Specifications (PSOS) document.

Members of the user groups will be able to bring back information to their work areas, and seek input and feedback from their colleagues. Updates on the ongoing user group work and discussions will be shared through the Providence Care Redevelopment blog on our website, eCurrents and at Staff Forums.

There is also a group of “Best Practice Researchers,” which includes four staff

from each of Mental Health Services and St. Mary’s of the Lake. This group will work to identify best practice in hospital design and service delivery for our programs.

As well, Providence Care welcomed Michael Ross into his new role as Director of the Providence Care Hospital redevelopment project, and Maureen McGuire as the Clinical Lead for Redevelopment. Ted Splinter, Project Coordinator, is the third member of the core project planning team.

“Redevelopment Lingo”

<p><i>Project Specific Output Specifications (PSOS)</i></p>	<p>The <i>PSOS</i> consist of written descriptions of design, construction, building performance and maintenance standards. These PSOS outline Providence Care’s expectations for the company who will be completing the design to our specification and building the new facility. All in all, when the PSOS document is complete, it will be approximately 6,000 pages long. Providence Care plans to submit our PSOS document to the Ministry of Health this summer.</p>
<p><i>Functional Program</i></p>	<p>The <i>Functional Program</i> outlines the types of activities that will take place in our new hospital, and the types of spaces that are needed. It is very detailed, and was created with input from managers and staff from across our hospital programs, departments and services. It forms the basis for the additional PSOS work</p>
<p><i>Clinical User Groups</i></p>	<p>The planning team has established ten <i>Clinical User Groups</i>, representing:</p> <ul style="list-style-type: none"> ◆ Adult Treatment and Rehabilitation MDRS Outpatients ◆ Adult Treatment and Rehabilitation Inpatient ◆ Clinical Support Services ◆ Complex Continuing Care ◆ Forensic Psychiatry ◆ Geriatric Psychiatry ◆ Pharmacy ◆ Rehabilitation Inpatient ◆ Rehabilitation Outpatient & Clinics ◆ Specialized Geriatrics <p>Other user groups representing support services and administration will be formed as well.</p>

From visualizations to words on paper



Last Spring, Providence Care worked hard to complete and submit a Master Plan, Master Program and Functional Program to the Ministry of Health and Long-Term Care. As part of that submission, there were “concept drawings” of what our new hospital might look like. Now that we are moving to the next stage of planning, the process takes a loop and switches back to writing descriptions of the facility on paper again - although there will be some visuals along the way.

Confused?

Once users have begun to get a taste of what the building may look like, they are asked to write down all of the important guidelines they would like followed when the building is officially designed. These guidelines, to be written with the help of frontline staff user groups, are referred to as “project specific output specifications,” or PSOS. These will include the most important elements needed for the building and will make sure that whatever comes forward from the tender meets our specific needs.

The PSOS outlines information in the following major categories:

- ♦ An overall vision statement for the Program/Service/Department area

- ♦ Program/Service/Department requirements
- ♦ Technology considerations
- ♦ Design criteria
- ♦ Areas of innovation
- ♦ Departmental flow diagrams
- ♦ Block schematics
- ♦ Room data sheets

All of this information put together provides for a very clear picture of how each program, service or department will operate within the context of the new hospital.

Once the PSOS are written, they will be included in the information given to the team that will design, build, finance and maintain the new Providence Care Hospital (PCH).

“The PSOS documents are a critical part of the design process for our new building,” says Michael Ross, PCH Project Director. “The more articulate we are in what we want, the easier it will be for the project team to understand what we are looking for, and ultimately design a building that will serve our needs and the needs of our patients and clients.”

- Adapted from the Niagara Health System

Get the latest news at:

<http://providencecareredevelopment.wordpress.com/>

Hope & Discovery Artisan has work accepted for Toronto Art Exhibit

Congratulations to Leah Murray!



Left to right, artwork by Hope & Discovery Artisan member, Leah Murray: *Nobody Sees Connection*, Coloured Pencil, 8"x10"; *Secret Lives Dreamed Up*, Acrylic, 11"x14"; *I Suffer From Acute Homesickness*, Coloured Pencil, 8"x10"; *Every Story You Tell is a Lie*, Acrylic, 16"x20"

Leah Murray, a member of the Providence Care Hope & Discovery Artisans at 533 Montreal Street had her paintings and drawings accepted in the Mood Disorders Association of Ontario's *Touched By Fire* Art Exhibit at Coopers Fine Art Gallery in Toronto December 8th.

The annual *Touched By Fire* Art Exhibit features the best artwork from their free online gallery. The online gallery provides a venue where artists with mood disorders can show and sell their work without having to deal with the stigma that people tend to place upon them. The transactions are about the art, not their illness. There are currently over 450 artists on the site and the number is growing. Check out their many works of art at www.touchedbyfire.ca.

Leah Murray: "The strangeness of being human is what moves me to paint. I like the unusual and unexpected, captured in the fluidity of the female face and form. I use acrylic on canvas to investigate the body and its shape and meaning in a kind of half-light or semi-darkness - that particular in-between shade - the one that turns the inside inside-out."



4 emergencies dial...

4 all codes **4** all main sites **4** all times, day or night **4** help, dial 4444

Whether a flood ... fire ... power failure ... or other type of emergency
... Dial 4444
so Security can manage the situation and notify appropriate services
without delay.

IMPORTANT REMINDER TO STAFF:

Always Dial 4444 for emergency response at St. Mary's of the Lake Hospital, Mental Health Services and Providence Manor.

Enhancing Our Relationships

- learning sessions on Person & Family Centred Care

“All staff are welcome to attend the learning sessions on Person and Family Centred Care,” states Barbara Robinson, (Program Educator) co-facilitator for the course with Cathy Lyle (Advanced Practice Nurse). “It is truly an inter-disciplinary approach that involves all staff who have contact with our patients and clients. It is about developing a connection that allows for collaboration and shared decision making. We are partners in care.” The relaxed, informal sessions are held three hours weekly, for five sessions and have been running in January and February with upcoming sessions offered March 5 and 6.

Person and family centred care is grounded in qualitative research with input from patients/clients and their family members as well as healthcare professionals. It is an evidence based practice that takes a humanistic approach, recognizing people as leaders of their own care. This approach fits into Providence Care’s values of respect, dignity and compassion.

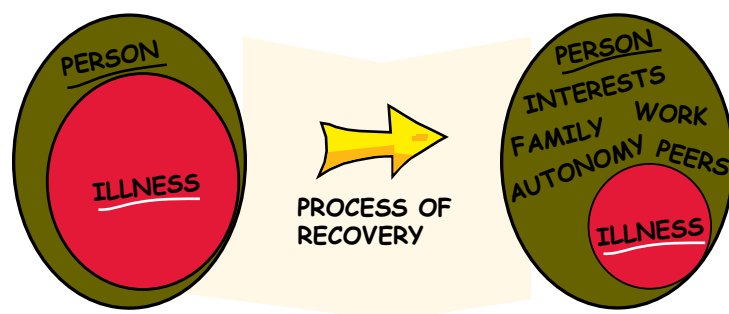
Utilizing the principles of adult education and critical thinking, Enhancing Our Relationships session facilitators lead participants in discussions based on: selected readings from the literature; multimedia presentations and participants’ past experiences. Recognizing individual client preferences, as well as their needs and values guide the process of care in a person-centred approach. Topics covered include the meaning of health and quality of life, paradigms, blocks to communication, ethics and moral courage, the power of language, recovery, vulnerability, responsive behaviours and compassion fatigue.

A unique and important component of the learning sessions is the opportunity participants have to “try out” some of the learnings when having dialogues with clients between the weekly sessions. “It’s about taking the time to ask open-ended questions and following the person’s lead. It’s allowing people to have a say in their care as much as is possible.” says Barbara. Upon returning to the next session, staff share their encounters and experiences. In this reflection-in-action process, the various course methodologies promote a shift in culture from provider-driven to person-centred care, a key tenet of the recovery philosophy.

To date, feedback on the course has been very positive. Some comments from participants include: “Makes you more aware as a person how you speak and act with clients, but also with anyone else in general.”; “Gives hope that we can all communicate and work effectively together.”; “I enjoy the fact that we allow time for discussion and sharing each other’s experiences.” Many participants have also commented favourably on the fact that

participants are from both our hospital facilities, Mental Health Services and St. Mary’s of the Lake Hospital. The person-centred approach supports the journey of recovery.

Recovery oriented care is focused on understanding all aspects of the individual and their strengths in support of their personal recovery goals.



For more information or to register for the March sessions send an email to robinsob@providencecare.ca or call 613-548-5567, ext. 5912. Registration is limited to 12 people and your Program Manager’s approval is required.

WORDS OF APPRECIATION

- From a patient of the Specialized Geriatrics program at St. Mary’s of the Lake Hospital:
“Thank you for all your hard work and dedication. Best wishes to all.”
- From a family member of a resident of Providence Manor:
“Our Mom seems very happy here. She says Providence Manor is tops in her book.”
- From a family member of a patient of the Adult Treatment and Rehabilitation program at Mental Health Services:
“Thank you for the compassionate care and support given to our son and our family.”