

# Catholic Health Care Convention



The Joint Convention of the  
**Catholic Health Association of Canada**  
and the  
**Catholic Health Association of New Brunswick**



May 4-6, 2007

Delta Beauséjour Hotel, Moncton, NB

Convention Program

Hotel-Dieu Grace Hospital, Windsor



St. Amant Centre, Winnipeg



Hotel Dieu St-Joseph, St-Quentin



St. Joseph's Health Care, London



Caritas Health Group, Edmonton



# Values Count

Celebrating Best Practices  
in Catholic Health Care!



## Greetings from the CHAC Chair

Welcome to our 2007 conference entitled: *Values Count – Celebrating Best Practices in Catholic Health Care!*

Promoting what we do best benefits everyone. If Catholic health care providers are to have a role in the public health care system, then it is important to ensure that values continue to drive what we do. Although values in themselves will not give Catholic health care the distinction it is looking for, these values do need to continue to motivate our compassionate care of patients, residents and clients.

All organizations, secular or faith-based, articulate values that are often at the core of their mission. Catholic health care organizations must demonstrate values that clearly translate into action. If we ourselves cannot articulate how these values make us better organizations, we will continue to struggle with finding our rightful place in regionalization or in future health reforms. Our best practices will show that our values continue to be important in terms of understanding what is important to our patients, residents or clients and how we collaborate with our staff and community partners.

We hope this conference gives you the practical and hard evidence that values count. It is my hope that we explore our values in very practical and meaningful ways so that the public may see our organizations as key contributors to the universal health system.

In 2006, we introduced the Communities of Practices. We hope you continue to benefit from this unique network and exchange opportunity. We also hope you attend the CHAC annual meeting in order to provide input and feedback as to how your national association can support you in practical and meaningful ways.

On behalf of the Board of Directors I would like to thank the Catholic Health Association of New Brunswick for sharing this convention with us. I am confident that all delegates will greatly appreciate the hard work of the local organizing committee and CHAC staff in offering us a conference full of ideas that will inspire us into action.



A handwritten signature in black ink that reads "Charles Gagné". The signature is fluid and cursive.

Charles Gagné  
CHAC Board Chair

## Convention Chair – Lise Guerrette-Daigle



Lise Guerrette-Daigle is Vice-President Nursing and Chief Nursing Officer at the Beauséjour Regional Health Authority. She has a masters degree in business administration and a bachelors degree in nursing. Her career has touched many aspects of the nursing profession, from bedside nursing to industrial health, to teaching at the Providence School of Nursing. She has had the opportunity to assume leadership in the preparation of the medical intervention plan for the heads of State attending the Francophonie Summit in 1999, for the Summit of the Americas in Quebec in 2001 and then for the G8 Summit in Kananaskis, Alberta in 2002.

## Delegates Information

### Need Help?

Staff are at the registration desk on Friday in the Mezzanine area located outside the Ballroom on the convention level (2<sup>nd</sup> floor) of the Delta Beauséjour Hotel and in the same location on Saturday and Sunday. The CHAC staff are available to answer any inquiries you may have.

### Where do I go?

Keynote presentations will be held in the Ballroom located on the convention level (2<sup>nd</sup> floor) of the Delta Beauséjour Hotel. The detailed program (pages 4-13) and the large schedule of events displayed on the wall near the registration desk indicate times and locations of convention workshops, receptions, the banquet and the liturgies. Please refer to the hotel floor plans enclosed in your delegate kit for directions to specific rooms.

### Opening Reception

This reception will take place on Friday afternoon (17:15 – 18:30) in the Mezzanine area located outside the Ballroom on the convention level (2<sup>nd</sup> floor) of the hotel. Use this opportunity to meet with the CHAC board and other delegates.

### Annual Banquet

#### Banquet Tickets

Banquet tickets are distributed when you register. If you do not have the correct number of tickets, please inform staff at the registration desk. Please ensure that you bring your ticket with you to the banquet in the Ballroom on Saturday evening. Do not forget to reserve your table in advance at the registration desk.

### CHAC Performance Citation Award

This year, the Award presentation will be held in the Ballroom on Saturday, May 5 during the banquet. At this time you will learn the identity of this year's recipient of the Performance Citation Award, the highest distinction in Catholic health care in Canada. A list of previous recipients can be seen on the CHAC website at:

[www.chac.ca/convention/citation/past\\_recipient.htm](http://www.chac.ca/convention/citation/past_recipient.htm)

### CHAC Annual Assembly

CHAC's Annual Assembly will be held on Friday, May 4, from 10:45 to 12:00 in the Ballroom. All CHAC members are strongly encouraged to attend the Annual Assembly.

#### CHAC Proxy Forms

CHAC delegate proxy forms must be handed in at the convention registration desk upon registration. Please pick up your ballot(s) at the registration desk.

### CHANB Annual Assembly

CHANB's Annual Assembly will be held on Friday, May 4, from 8:30 to 10:15 in the Ballroom.

### Liturgies

Please bring your Liturgy Booklet to the Ballroom for the Opening Ceremonies. Also bring your liturgy booklet to Assumption Cathedral for the celebration of the Eucharist on Sunday morning. The Missioning ceremony for board members will take place during mass.morning.

#### Eucharistic Liturgy

Delegates are invited to attend a special Eucharistic liturgy which will be celebrated at 8:30 on Sunday morning at Notre Dame de l'Assomption Cathedral, 226 St. George Street, Moncton. (Tel: 506-857-4060) It is a ten-minute walk to the Cathedral.

#### Buses to Cathedral

For those who require it transportation will be provided to Notre Dame de l'Assomption Cathedral at 8:00 sharp in the Assomption Plaza courtyard of the hotel. Please be on time to catch the bus. Buses will return to the hotel immediately after mass has concluded.

## Messages

The convention registration desk is providing a message service for delegates. To leave messages please call the hotel at 506-854-4344 and ask for the CHAC convention registration desk, or fax the hotel (attention CHAC) at 506-858-0957.

- Saturday between 8:30 and 16:00;
- Sunday between 10:15 and 13:00

Individual copies of some CHAC publications will be available at the bookstore. Large orders can be purchased online at: [www.chac.ca/resources/orderform.htm](http://www.chac.ca/resources/orderform.htm)

## Interpretation

Both English and French are being used throughout the convention. The receivers for simultaneous interpretation are available at the registration desk. Please sign the envelope enclosed in your kit and insert an I.D. card.



## Resource Material and Other Displays

Resource material and other displays are located in the Mezzanine area on the convention level of the hotel. The set-up period is on Friday, May 5 at 8:00. The area is open for delegates on:

- Friday between 9:00 and 16:00;
- Saturday between 8:30 and 16:00;
- Sunday between 10:15 and 13:00

## Satellite Bookstore

Vision Bookstore from the Moncton Diocesan Centre is located in the Mezzanine area on the convention level of the hotel. The bookstore will offer publications and books on topics such as ethics, spirituality, mission of health care, leadership, death and dying, and pastoral care.

The bookstore is open for delegates on:

- Friday between 9:00 and 16:00;

## Care for the Environment

We are pleased to offer a smoke-free convention. We also encourage delegates to recycle wherever possible.



Convention program is sponsored by the Sisters of Charity of the Immaculate Conception, Saint John, NB



**2007 Gold Sponsor**

**The Catholic Health Association of New Brunswick**

## Convention Theme

Values are defined as beliefs, standards or principles upon which action is based. In Catholic health care a core set of values provides a common vision and shared identity, and direction for meeting the challenges of the time. In the care that we provide, these values enable us to respond to those who are suffering with respect for their dignity, and in a manner that fosters trust and hope. As employers, these values can enable us to be “employers of choice”, providing greater work-life balance and offering tangible opportunities for meaningful employment. These shared values also spark creativity. Catholic health care has a long tradition of innovation in response to the needs of the day and in the pursuit of excellence. This convention will provide an opportunity to highlight and celebrate the impact of our commitment to the values of Catholic health care by showcasing the best practices of Catholic health care providers. The presentations and workshops will provide examples of innovative and creative programs, illustrating Catholic health care’s commitment to excellence in the delivery of health care in Canada.

## Convention Program

Friday May 4, 2007

**07:00 - 08:00**

Breakfast on your own

**07:00 - 08:30**

**Registration of CHANB delegates only**

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

*Sponsored by Pembroke Regional Hospital  
(Pembroke, ON)*

**08:30 - 16:00**

**Registration open to all delegates**

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

*Sponsored by Pembroke Regional Hospital  
(Pembroke, ON)*

**08:30 - 10:15**

**Annual Assembly – Catholic Health  
Association of New Brunswick**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

**10:15 - 10:45**

**Refreshment Break**

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

*Sponsored by Canadian Catholic Bioethics  
Institute*

**10:45 - 12:00**

**Annual Assembly – Catholic Health  
Association of Canada**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

*Sponsored by Misericordia Health Centre  
(Winnipeg, MB)*

**12:00 - 13:30**

**Communities of Practice  
Luncheon and Guest Speaker**

*Mezzanine & Ballroom*

*Cherie Sammis, RN  
Clinical Administrator & Director  
Perry Family Health Centre,  
Providence Health, Washington, DC*

*Sponsored by School Sisters of  
Notre Dame*

*English with*



**13:45 - 16:00**

**Communities of Practice  
Networking Meetings**

*Sponsored by St. Paul’s Hospital (Saskatoon, SK)*

CEOs of urban hospitals, homes, integrated  
organizations

*Ballroom - Convention level (2<sup>nd</sup> floor)*

CEOs of rural hospitals & homes

*Ballroom - Convention level (2<sup>nd</sup> floor)*

Ethicists & members of ethics committees

*Matapedia - Convention level (2<sup>nd</sup> floor)*

Mission coordinators

*Restigouche - Convention level (2<sup>nd</sup> floor)*

Human resource directors

*Boardroom - Convention level (2<sup>nd</sup> floor)*

Communications

*Maқтаquac - Convention level (2<sup>nd</sup> floor)*

Spiritual care providers  
*Petitcodiac - Convention level (2<sup>nd</sup> floor)*

Palliative care providers  
*Madawaska - Convention level (2<sup>nd</sup> floor)*

Health professionals (physicians, nurses, etc.)  
*Kedgwick - Convention level (2<sup>nd</sup> floor)*

Infirmaries of religious communities  
*Miramichi - Convention level (2<sup>nd</sup> floor)*

Board trustees (urban)  
*Shediac A - Convention level (2<sup>nd</sup> floor)*

Board trustees (rural)  
*Shediac B - Convention level (2<sup>nd</sup> floor)*

**16:00 - 16:30**  
Washroom Break

**16:30 - 17:15**  
**Opening Ceremony**  
*Ballroom - Convention level (2<sup>nd</sup> floor)*

**17:15 - 18:30**  
**Reception for convention delegates with the CHAC & CHANB Board of Directors**  
*Mezzanine - Convention level (2<sup>nd</sup> floor)*  
*Sponsored by Sisters of Providence of St. Vincent de Paul*



**Saturday May 5, 2007**

**7:30 - 8:30**  
**Full Breakfast provided**  
*Mezzanine - Convention level (2<sup>nd</sup> floor)*  
*Sponsored by the Sisters of St. Martha*

**08:30 - 16:00**  
**Registration**  
*Mezzanine - Convention level (2<sup>nd</sup> floor)*  
**Sponsored by Pembroke Regional Hospital**

**08:30 - 16:00**  
Bookstore and Resource Displays  
*Mezzanine - Convention level (2<sup>nd</sup> floor)*

**08:30 - 8:45**  
**Welcome and orientation**  
*Ballroom – Morning Prayer*

**08:45 - 09:45**  
**Keynote Presentation**  
**Dr. Nuala Kenny**  
*Ballroom - Convention level (2<sup>nd</sup> floor)*

*English with*



*Sponsored by the Alberta Catholic Health Corporation*

**Catholic Values and the Future of Health Care**

Catholic values have an important contribution to make to the current discourse on the future of health care. Our outstanding tradition of social justice provides a crucial base for the necessary public conversation about what we owe each other in health and social policy. Our belief in a "good death" in a death-defying and death-denying society contributes an important perspective on the limits of health care. We can contribute these and other crucial perspectives to the turmoil of health care change only if we are clear, consistent and credible. This reflection will focus on the strengths of our tradition and the need to communicate these beliefs in a meaningful way in the public space.



*Dr. Nuala Patricia Kenny, OC, BA, MD, FRCPC(C) was born in New York and entered the Sisters of Charity of Halifax in 1962. She received her BA, magna cum laude, from Mount Saint Vincent University in 1967, a MD from Dalhousie in 1972 and did post-graduate training in paediatrics at Dalhousie and Tufts-New England Medical Centre. In 1975, she became a Fellow of the Royal College of Physician and Surgeons of Canada. In 1999 she was appointed an Officer of the Order of Canada. Her present research interests include role models in the professional character formation of new physicians, ethics in health policy, paediatric ethics and end-of-life care. Her first book was *What Good is Health Care? Reflections on the Canadian Experience* published by CHA Press. *Lost Virtue: Professional Character Development in Medical Education* was published by Elsevier Press in October, 2006.*

**10:00 - 10:45**

**Best Practices Workshops - Block A**

**A1: Operation “Rubber Duckie”: Bathing competency program (English)**

*Shediac A*

*Sponsored by the Sœurs de la Charité de Notre-Dame d’Évron, the Marie Esther Society and Kopernik Lodge*

*Bernadette [Berni] Baer RN GNC (C), Education Coordinator  
St. Joseph’s Auxiliary Hospital, Edmonton, AB*

St. Joseph’s Auxiliary Hospital, Edmonton, retrained the 255 staff responsible for the bathing/showering of residents in the course of their duties. New standards, practices, policies and procedures for resident baths were introduced. Information packages containing all necessary tools for implementing the program were placed in each care area, including specific instructions on certification to ensure this was done in a consistent manner. A team of “Master Certifiers” was established and trained within the first week of the program’s inception. This workshop will highlight the effectiveness of these new practices at St. Joseph’s Auxiliary Hospital and illustrate how they provide tangible evidence of safe, compassionate care.



**A2: Sharing Our Life & Spirit: Highlighting an innovative practical program of spirituality within long-term care (English)**

*Shediac B*

*Sponsored by Caritas Health Group (Edmonton, AB)*

*Brian Ducedre, Chaplain  
Brenda Phillips, B.A., Director of Resident Lifestyles and Community Programs  
St. Joseph’s Hospital, Comox, BC*

This workshop will explain the Journey Program used at St. Joseph’s Hospital, Comox.



Brian Ducedre



Brenda Phillips

Residents who participate in the program share their life stories and spiritual passages. Workshop participants will be exposed to a holistic approach to caring for residents within a group format and will gain an appreciation of expressive modalities such as music, art and storytelling that assist residents in sharing their life stories and feelings. The workshop is intended to provide an understanding of how spiritual care and therapeutic recreation work together to meet the needs of the elderly resident.

**A3: A Journey Using the Toyota Production System**

*English with*

*Ballroom - Convention level (2<sup>nd</sup> floor)*



*Sponsored by St. Joseph’s Health Care (London, ON)*

*Nicki Schmidt R.N., LEA(R)N Process Improvement Facilitator  
Dr. David Ng, Chief of the Emergency Department  
Hôtel-Dieu Grace Hospital, Windsor, ON*

In October 2005, the Emergency Department (ED) of Hôtel-Dieu Grace Hospital, Windsor embarked on a journey using LEAN or the



Nicki Schmidt



Dr. David Ng

Toyota Production System as a model for improving the department. The goals were to reduce patient wait times, enhance the quality,

safety and consistency of patient care in the ED, and to improve the working conditions and morale of our emergency room staff. This workshop will provide an evaluation of the process used, an update on the experience, an overview of the results achieved thus far, and a description of the further improvements the hospital hopes to obtain.

**A4: Let's Talk Ethics: Ethics education for health care staff** (English)

*Shediac C*

*Sponsored by the Archdiocese of Edmonton*

*Karen McCormac, BN, Education Facilitator  
Kathy Harrison, BSW, RSW  
Misericordia Health Centre, Winnipeg, MB*

The Ethics Committee at Misericordia Health Centre, Winnipeg embarked on a process with facility staff to learn more about the



Karen McCormac



Kathy Harrison

application of ethical thinking within our organization. This has involved education and discussion about the variety of ways in which ethical issues are part of our everyday interactions and work environment. This presentation will share some of the successes and challenges, and outline plans for the future.

**A5: From Words in Black & White to Actions in Technicolor** (French)

*Petitcodiac*

*Sponsored by the Filles de la Sagesse*

*Aline Green Cotnoir, Director of Spiritual Care and Mission  
Rachel Dacquay, Director of Resident Services  
Foyer Valade, Winnipeg, MB*

The challenge of every organization is to make the processes and protocols that exist on paper come alive so that they are not only known but also acted upon. In today's world people



Aline Green Cotnoir



Rachel Dacquay

expect organizations to be what they profess to be. The presenters will share how they are achieving this at Foyer Valade, a 153 bed personal care home. This workshop will describe how the Mission Statement, Client Promise and Employee Commitment are being integrated into the fabric of everyday life at Foyer Valade.

**10:45 - 11:15**

Refreshment Break

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

*Sponsored by Foyer Notre-Dame-de-Lourdes (Bathurst, NB)*

**11:15 - 12:00**

**Best Practices Workshops - Block B**

**B1: To Give & Receive: Child care centre incorporated into long term care**

(English)

*Shediac A*

*Sponsored by St. Elizabeth's Hospital (Humboldt, SK), St. Michael's Hospital (Lethbridge, AB), and the Catholic Health Association of Manitoba*

*Brian Martin, Executive Director  
Mont St. Joseph Home, Prince Albert, SK*

In 1999, Mont St. Joseph Home adopted the Eden Alternative, a program that promotes the philosophy that life in a truly human community is enhanced by close and continuing contact with children, plants and animals. Like other nursing homes in North America, young people are involved in our facility as volunteers – providing visits, entertainment and social activities. There was a sense that this was not enough. This workshop will outline how Mont St. Joseph Home opened a childcare and pre-school centre. These programs operate in the special care home but independently of the home through a non-profit organization that maintains an independent Board of Directors. Visitors and health care professionals have marveled at the positive impact the school and children have on the senior residents – and vice versa.



**B2: Personal Leadership Development Using Mission & Values (English)**

*Shediac B*

**Sponsored by Providence Continuing Care Centre (Kingston, ON)**

*Judith M. Hill RD CDE  
Director of Dietetics & Diabetes Education  
Pembroke Regional Hospital, Pembroke, ON*

Pembroke Regional Hospital has initiated a process designed to leverage personal effectiveness and leadership at every level of the organization in order to encourage innovation and drive both service effectiveness and workplace wellness. This workshop will demonstrate how we have developed a mindset that regards leadership as something that is distributed throughout the organization, and does not exist solely in designated organizational leaders. Staff members from all levels of the organization (at various seniority levels, including CUPE and ONA representatives) are responsible for demonstrating and promoting the values of the Pembroke Regional Hospital.



**B3: Patient Records & Health Innovation (English)**

*Shediac C*

**Sponsored by the Sœurs de la Charité d'Ottawa**

*Eric Macdonald, VP Finance Capital & Support Services  
St. Joseph's Hospital, Comox, BC*

St. Joseph's Hospital, Comox, has been an innovator in the field of e-health through the development of Concierge, a web portal for physicians to access a repository of clinical data on their patients. This innovation, in turn, has been a catalyst for physician involvement in the development of an electronic health record. This workshop will explore how core Catholic health care values, such as the dignity of the person and the common good, combine with principles such as stewardship and creativity to generate innovation and excellence in e-health. The workshop will also describe how the web portal



works and how it has been able to extend our mission and make a contribution to the health care system as a whole.

**B4: It's About Time: End-of-life decision making**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

**Sponsored by St. Joseph's Health Care (London, ON)**

*English with*



*Giles Scofield, JD MA, Senior Clinical Ethics Fellow  
Dr. Hazel Markwell, PhD D.Th., Director  
Eoin Connolly, MA, Bioethicist  
Centre for Clinical Ethics, St. Joseph's Hospital, Toronto, ON*



Giles Scofield



Hazel Markwell



Eoin Connolly

Although end-of-life decision making has paid considerable attention to the question of whether patients are dying in the right place, in the right way, and for the right reasons, it has paid relatively little attention to the question of whether forgoing life sustaining treatments is occurring at the "right time". This workshop will examine what it means when we say we know "what the right time is" and how subjective and uncertain such determinations can be, especially in the area of surrogate decision-making.

**B5: Relationship-Centred Care (English)**

*Petitcodiac*

**Sponsored by the Sœurs de la Charité de Québec**

*Marc Beaudry, Director of Mission  
Gary Tessier, Improvement Facilitator  
St. Boniface Hospital, Winnipeg, MB*

St. Boniface General Hospital is committed to developing a relationship-centered care organization in order to create a healing



Marc Beaudry



Gary Tessier

environment while improving performance. To accomplish this the hospital integrated quality performance and operational plans. At the same time, patient and staff satisfaction surveys helped to identify opportunities for improvement. This workshop will demonstrate how “our commitment” to each other and the people we serve has been incorporated. It will also explain the terms of reference for the Relationship-Centered Care and Service Core Team, describe the research and evaluation tools, as well as patient involvement in the process.

**12:00 - 13:30**

Lunch on your own

**13:30 - 14:15**

**Best Practices Workshops - Block C**

**C1: Care of the Caregiver**

Ballroom - Convention level (2<sup>nd</sup> floor)

*Sponsored by the Beauséjour Regional Health Authority*

English with



*Dr. Douglas G. Cave, MSW, Ph.D., Centre for Practitioner Renewal, Providence Health Care, Vancouver, BC*

Sustaining health care providers in the workplace means increasing the awareness that working with and being in the presence of those who are suffering causes suffering for the caregiver. This vicarious traumatic effect can have debilitating consequences across the spectrum of health care. Everyone from front-line to administrative staff feel the ripple effect of suffering in the workplace. Stress reactions include burnout, anxiety and depression. These reactions are as debilitating to the health care system as they are to the person experiencing them. This workshop will present an overview of the effects of primary and vicarious trauma on the caregiver. It will identify the range of individual tolerance for suffering and provide a model for recognizing the level of intra-personal trust and safety.



**C2: Tick Tock Clock Quality Improvement Program (English)**

Shediac A

*Sponsored by the Archdiocese of Edmonton*

*Debra Frederick, Director of Communications  
St. Joseph's Auxiliary Hospital, Edmonton, AB*

Custom-designed by St. Joseph's Auxiliary Hospital in 2006, our Quality Improvement (QI) program is based on the values reflected in our mission and our motto which states that we “provide quality care with compassion in the Christian Tradition.” The QI program utilizes twelve planning and evaluation templates that enable teams to follow twelve logical steps toward improving practice. QI initiatives may be quite simple to complex, but the process applied is identical in all situations. This workshop will explain how interest in QI is maintained and progress reported.



**C3: An Incredible Journey of Transformation (English)**

Shediac B

*Sponsored by the St. Joseph's Health Care Society (London, ON)*

*Jane Rufrano, CEO,  
Hotel Dieu Shaver Health and Rehabilitation Centre  
Karen Tribble, Director, Clinical Services  
Hotel Dieu Shaver Hospital, St. Catharines, ON*

In 2005, as part of hospital restructuring in St. Catharines, the Hotel Dieu Health Sciences Hospital changed from being an acute

care hospital to a complex continuing care and rehabilitation centre. It assumed governance and management of the Shaver Hospital and the Niagara Rehabilitation Centre. This workshop will focus on how the Board of Trustees, the senior leadership team, managers and front line staff were able to successfully move through a very difficult and emotional process to become a transformed



Jane Rufrano



Karen Tribble

organization by re-asserting their commitment to the organization's values. The workshop will also describe the first year of operation as the Hotel Dieu Shaver Health and Rehabilitation Centre and illustrate how a new culture has begun to be shaped as a result of the commitment to live the values.

**C4: Eyes on the Elderly: Falls prevention**  
(English)

*Shediac C*

*Sponsored by Caritas Health Group (Edmonton, AB)*

*Sandy Bell, RN, BN, MN, Director, Quality and Education Services  
Misericordia Health Centre, Winnipeg, MB*

Misericordia Health Centre (MHC), in a joint venture of the Long Term Care and Ophthalmology Programs, participated in an innovative pilot project entitled "Eyes on the Elderly: A Falls Prevention Initiative." Residents at MHC receive on-site vision care services with the intent of improving their quality of life and positively impacting the health care budget by decreasing falls and fractures. Associated research projects have been implemented to provide outcome data. This workshop will highlight the significance of vision care services for the elderly, the most prevalent deficits and treatment interventions, as well as discuss the "Eyes on the Elderly" Project.



**C5: Strategic Intervention & Victims of Family Violence** (French)

*Petitcodiac*

*Sponsored by the Religieuses de Notre-Dame-du-Sacr -Coeur*

*Elda Savoie, TSI, MSS, Director  
Centre de pr vention de la violence familiale, Kent NB*

The Kent Centre for Prevention of Family Violence in New-Brunswick will present a model of first hand intervention to victims of violence in rural areas. In partnership with different health care contributors and thanks to a sharing of expertise, the Centre



created a program which aims to take care of victims, and offers them professional services in order to improve their mental health and their quality of life without having to leave their region.

**14: 15 - 14:45**

**Refreshment Break**

*Sponsored by Holy Family Nursing Home (Winnipeg, MB), St. Paul's Home (Dauphin, MB), and the Sisters Servants of Mary Immaculate*

**14:45 - 15:45**

**Keynote Speaker Panel**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

**Robert St-Pierre, CHAC Board Director**  
**Lise Guerrette-Daigle, Beaus jour Regional Health Authority, Moncton**  
**Dr. Michel T treault, St. Boniface Hospital**  
**Jean Bartkowiak, SCO Health Services**



Jean Bartkowiak



Lise Guerrette-Daigle



Robert St-Pierre



Dr. Michel T treault

*Sponsored by the RHSJ Health System French with*

**Managing Values in Changing Health Care Environments**



In recent years, health care in Canada has seen many changes at both the national and provincial levels. These changes have given rise to particular challenges for faith-based health care providers. How do we integrate the values we profess in a changing health care environment? Robert St-Pierre will moderate a

panel of three CEOs from Catholic health care organizations who will reflect on these challenges and demonstrate, in practical terms, how values are integrated in their respective facilities. What works? What does not work? In what areas can we grow?

**15:45 - 17:30**

Free Time

**17:30**

**Banquet Reception**

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

**18:30 - 21:00**

**Banquet, Performance Citation Award & Entertainment**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

*Banquet sponsored by Providence Health Care (Vancouver, BC)*

*Performance Citation Award sponsored by the Sisters of Providence of Montreal (Western Canada)*

*Entertainment sponsored by the Sisters of Mercy, Newfoundland and Labrador*

We invite you to join us in a relaxing evening. This is a great opportunity to mingle with colleagues in a relaxed atmosphere.

**Sunday May 6, 2007**

**07:00 - 07:45**

**Continental Breakfast provided**

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

*Sponsored by St. Mary's Hospital (Camrose, AB), St. Joseph's Auxiliary Hospital (Edmonton, AB) and Providence Place (Moose Jaw, SK)*

**07:00 - 12:00**

**Registration**

*Mezzanine - Convention level (2<sup>nd</sup> floor)*

*Sponsored by Pembroke Regional Hospital*

**08:00 sharp**

Transportation to the Cathedral will be provided for those who require it.

*Buses will be in parked the Assomption Plaza courtyard of the hotel.*

**08:30 - 09:45**

**Eucharistic Liturgy**

*Notre Dame de l'Assomption Cathedral*



Celebrant:

Bishop André Richard, C.S.C.

*Please bring your Liturgy Booklet to the Cathedral.*

**09:45**

Buses return to Delta Beauséjour Hotel

*Buses will return to the hotel immediately after mass has concluded.*

**10:00 - 10:30**

**Refreshment Break**

*Sponsored by Mary Immaculate Hospital (Mundare, AB)*

**10:30 - 11:15**

**Best Practices Workshops - Block D**

*(see page 12)*

**D1: Integrating Spirituality into the Organizational Culture**

Ballroom - Convention level (2<sup>nd</sup> floor)  
 Sponsored by the Sisters of Providence  
 (Montreal, QC)

English with



Tom Maddix, CSC, D.Min,  
 Vice President, Mission, Ethics & Spirituality  
 Thomas B. Salley, MCS, MA, Leader Mission Services  
 Providence Health Care, Vancouver, BC

Providence Health Care (PHC) seeks to nurture and integrate spirituality into the fabric of its organizational culture. This workshop will outline our cultural context, share results of a series of interviews conducted throughout PHC regarding the best way to deepen PHC's commitment, and introduce a staff questionnaire that asks the question, "Are we living our shared value of spirituality?" The workshop will also share some of the results of our findings. The presenters will seek audience input to broaden the discussion within the Canadian context.



Tom Maddix, CSC



Thomas B. Salley

**D2: Values-Based System Change in Mental Health Services (English)**

Shediac A

Sponsored by St. Martha's Regional Hospital  
 (Guysborough Antigonish Strait Health Authority)

Charlene Thomas, RN, B. Admin. (H.S.), M.H.A.,  
 Senior Director, Mental Health Services  
 Karen Briand RN, M.N., Manager Inpatient Mental Health Services  
 St. Martha's Regional Hospital, Antigonish, NS

This workshop will share the experience of St. Martha's Regional Hospital (SMRH) as it sought to reorganize and revitalize mental health services in rural Nova Scotia. Through a values-based strategic planning



Charlene Thomas



Karen Briand

initiative, SMRH conducted several comprehensive analyses of internal programs and systems. This required all individuals working in the service to consider their personal values as the organization moved to become a more person-centred, responsive system that met the needs and matched the values of both providers and the receivers of service. The workshop hopes to show that system change can be managed within areas of administration, leadership development and clinical practice in a way that integrates the values inherent in Catholic health care.

**D3: Radiating Excellence in Nursing Practice (English)**

Shediac B

Sponsored by Caritas Health Group (Edmonton, AB)

Marcy Saxe-Braithwaite, BScN, MScN, MBA and CHE, Vice  
 President Programs and Chief Nursing Officer  
 Providence Continuing Care, Kingston, ON

Providence Continuing Care Centre has initiated a new nursing leadership infrastructure in order to impact care delivery. This workshop will highlight the integral role that nursing leadership has as a driver for quality care. It will present to participants an understanding of how the innovative nursing infrastructure facilitated professional growth for nurses, and outline strategies for enabling delivery of high quality care.



**D4: Honouring Staff in a Palliative Care Setting (English)**

Shediac C

Sponsored by the Beauséjour Regional Health Authority

Dr. Jamie Sork, MSW, RSW, Ph.D., Staff Counsellor  
 Providence Health Care, Vancouver, BC

This workshop will provide an overview of Ms. Sork's doctoral research regarding health care providers' experience of the transcendence of suffering in a health care setting, particularly within the context of care for the dying. The presenter will summarize the research findings and will move beyond these findings to consider their practical



implications in relation to providing supportive care for staff. The workshop will also provide participants with the opportunity to speak of their own experiences in relation to the research.

**D5: The Nurse Practitioner: A Canadian Perspective (French)**

*Petitcodiac*

*Sponsored by the Beauséjour Regional Health Authority*

*Denise Gaudet, RN, MSN, CNeph(C), Director of Nursing Education, Research and Clinical Practice Beauséjour Hospital, Moncton with Roxanne Tarjan, Thérèse Lauzière & Nathalie McGraw.*

The nurse practitioner's role within the health care team is attracting considerable interest from the public and health professionals. This presentation will briefly examine how this role has evolved in Canada as well as how the Nurses Association of New Brunswick has worked to integrate this role in New Brunswick. Two nurse practitioners will discuss their experience in primary health care settings.



elements of our identity. Rather, it is to hope itself that we are called to give prophetic witness. Fr. Tuohey will close our convention with a look at the challenges and opportunities that are ours as prophetic witnesses to hope in our world.

*(Rev.) John F. Tuohey, PhD holds the Endowed Chair in Applied Health Care Ethics at Providence St. Vincent Medical Center, and serves as Director of the Providence Center for Health Care Ethics in Portland, Oregon. Dr. Tuohey received his PhD from the Katholieke Universiteit Leuven in Belgium. Before joining the Providence Health System in 1998, Dr. Tuohey was Corporate Ethicist for the Mercy Health System-Oklahoma, and was Associate Professor of Moral Theology at the Catholic University of America in Washington, DC. His most recent publications include the article "Ethics Consultation Services" in the April 2006 edition of Health Progress, and a commentary on a recent papal allocution on care for patients in a persistent vegetative state in Commonweal. He also contributed a chapter to the book, Catholic Ethicists on HIV/AIDS Prevention.*

**12:15 - 13:30**

**Lunch, Closing Ceremonies & Ville de Québec Lunch**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

**11:30 - 12:15**

**Keynote Presentation (Rev.) John Tuohey**

*Ballroom - Convention level (2<sup>nd</sup> floor)*

*English with*



*Sponsored by St. Michael's Hospital, Toronto*

**Catholic Identity: Giving Prophetic Witness to Hope**

In speaking of Catholic identity in health care, two elements are often cited: that of "giving prophetic witness" before society and of "being a source of hope" for patients. But, are these really two different elements? In this closing keynote, Fr. Tuohey will explore some of the historical, biblical and theological foundations of these elements of our identity in health care, and offer a new perspective. These are not two distinct



# Thank You

The Catholic Health Association of Canada (CHAC) and the Catholic Health Association of New Brunswick (CHANB) are grateful to the many generous supporters, volunteers and professionals who have made this convention possible. We thank Catholic health care organizations, hospitals and homes, religious congregations, the private sector and the many others who have contributed financially and provided services, materials or planning skills to ensure the success of this event.

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- The Sisters of Charity (Grey Nuns) of Montréal
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- MacArthur's Flower Shop Ltd. for providing the convention with the stage decor to emphasize the value we place on the environment.